

Dear Guest,

We so look forward to welcoming, and hosting you here at the Inn at Dromoland this Summer. It has been a challenging time for everyone, but please be assured that we have been preparing ourselves for your anticipated return.

In advance of your visit we would greatly appreciate if you could review our Covid-19 Policy listed below and on our website, to help maintain the safety and protection of all of our guests and staff during your visit.

Please take time to read our guidelines thoroughly, and to also consider our pre-stay information document. Whilst the guidelines may appear long and detailed, we felt it was important for you to know in advance of your stay, and we thank you for your patients, as all staff will be focusing also on these guidelines.

If you have any queries or would like to make one of the suggested advance reservations seven days prior to your arrival, for Breakfast, Lunch, Dinner, Shannigans Gastro Pub/Deerfield's Restaurant, The Play Inn or Leisure Centre please feel free to contact our reception team by calling 061-368161 or by email on [info@theinnatdromoland.ie](mailto:info@theinnatdromoland.ie)

Kind regards,  
Nico Hernandez  
General Manager  
Inn at Dromoland

## Inn at Dromoland's Covid-19 Policy

We have always prided ourselves on the standards of service we provide here at The Inn at Dromoland, and we have proactively implemented additional procedures and protocols to ensure that the highest possible standards are upheld throughout every area in the hotel, for the benefit of all our valued guests as well as our own team.

We are committed to playing our part in eliminating the threat of contracting Covid-19. We ask that all our guests do the same and follow healthcare and government guidelines regarding personal hygiene and respiratory etiquette.

While we are closely monitoring advice and directives from the Irish Government & HSE, the situation is still evolving. We know it is important to be prepared to deal with any escalation in the spread of Covid-19, and as a result have agreed as a team to put the following actions in place:

## What measures have we implemented to protect our Staff and Guests?

- ~ Sufficient supply of hand sanitisers, gloves, masks, paper towels and disinfectant throughout the hotel.
- ~ Up-to-date information is communicated to employees, and to clarify procedures and policies around mitigating the risks associated with Covid-19 on the back of advice from the HSE, IHF & the Irish Government.  
Our internal communications platforms are ensuring efficient flow of protocols and updates.
- ~ There will be increased signage throughout the Hotel detailing Covid-19 prevention measures, good hand hygiene, respiratory hygiene and cough etiquette.
- ~ Increased cleaning of public areas and frequently touched surfaces (door handles / reception desk / elevator buttons) using products which are effective in disinfecting all areas.
  - ~ We have identified all common touch points and have implemented a thorough sanitisation of these points.
  - ~ We have circulated health authority guidelines on personal hygiene and travel arrangements to all employees.
  - ~ We have implemented full procedures for sanitising guestrooms including all touch points e.g. remote controls, handles, light switches.
  - ~ We ask that our customers do the same and follow the health authority and government guidelines regarding personal hygiene and Covid-19.
  - ~ We will no longer be able to shake our guest's hands on arrival, but hope you enjoy the warmth of the welcome you receive.
- ~ We've re-organised our restaurant and bar areas to give more space between people.
  - ~ Contactless cards are preferred at payment points.

We want all Guests who stay with us, and staff that work for us, to know that we truly care about you, your family, and your health. It is our aim to provide you a safe, clean environment where you will feel relaxed in the knowledge that all precautions have been taken with your benefit in mind.

## Important Pre-Stay Information for your Upcoming Visit!

### ***Arrival & Departure:***

- Guests are requested to use face coverings whenever possible in all public areas of the hotel.
- Social Distancing will be implemented throughout the hotel. Please be mindful of your fellow guests during your stay at the Inn at Dromoland this Summer.
- There are visible notices and sanitising stations at the entrance to the hotel.
- Check-in:
  - Check-in time is from 3pm, Unfortunately Early check in cannot be facilitated
  - We ask that only one member of your group approaches the front desk at a time.
  - All details of your booking and package will be confirmed with you on arrival.
  - A Credit Card will be required to process your check in. If paying with a Debit Card, full payment will be taken off the Debit card on arrival. Our Credit card machine will be sanitized after each transaction.
- Check-out:
  - Check-out is by 11 am
  - We ask that only one member of your group approaches the front desk at a time.
  - Guests are welcome to settle their bill on the evening prior to their departure if they so wish. Please call to reception between 8pm and 10pm and your checkout will be processed accordingly. Please note, no further room charges will be permitted after checking out.

### ***Food & Beverage Services:***

- Breakfast:
  - Breakfast will be served in our Deerfield's Restaurant & Patio from 7am to 10am (Monday - Friday) and 7am to 10.30am (Saturday, Sunday & Bank Holidays).
  - Advance reservation for your daily breakfast sitting will be required. Please book this in with our reception team within 7 days of your arrival only.
  - Each booking will be allotted 90 minutes to facilitate as many guests as possible, with a max number of 6 people per table.
- Bar Food:
  - Bar Food is served daily in our Shannigans Gastro Bar from 12.30 to 9pm.  
An all-day A La Carte menu is available with a selection of Lunch and Daily Specials.
  - Advance reservations are required. Please book your table with our reception team within 7 days of your arrival only.
  - You will be allocated a 1 hour 45 minute time slot per booking, with a max number of 6 people per table.

- Dinner:
  - Dinner will be served in our Deerfield's Restaurant & Patio from 5.30 to 8.30pm each evening.
  - Advance reservation for your dinner sitting will be required. Please book this in with our reception team within 7 days of your arrival only.
  - You will be allocated a 1 hour 45 minute time slot per booking, with a max number of 6 people per table.
- Shannigans on the Green (Outdoor Garden Dining):
  - This service is available daily from 3 to 8pm.
  - Advance reservation for outdoor dining/drinks is not required.
  - Table service is not provided. All food and drinks to be can be ordered and collected for consumption at seating provided.
- Beverage:
  - If you would like a pre or post meal drink before your reserved dining slot, all guests are welcome to enjoy our full bar and drinks menu in our many public areas in the Hotel, and we respectfully remind you of the Government guidelines that discourage more than 6 people at a table.
  - Advance reservation for this is not required.
  - Table service will be provided.
  - Reservations cannot be made for drinks only in our Shannigans Gastro Pub.

### ***Housekeeping Services:***

- To minimise contact during your stay, as recommended by current guidelines, we are offering cleaning services on the third day of your stay. If you wish for this service, please fill out the form you will find in your bedroom and leave at reception. If your require additional Towels, Toiletries etc. outside of the scheduled service , please dial '0' for reception who will be delighted to assist.

### ***Leisure Club:***

- Advance booking is required for use of both the gym and pool. Please book this in with our leisure reception team within 7 days of your arrival only.
- If you need to cancel your reservation at the gym or pool please do this at least 24 hours before your reserved time slot. Time slots are very limited during the busy Summer season so please be conscious of your fellow guests and inform us if you can't make it!
- We advise all guests to arrive at the leisure centre ready for their swim/workout. Post swim/workout we advise guests to return to their own bedrooms to shower and change. This recommendation is due to social distancing requirements and best Covid-19 prevention practice.

- Gym:
  - Our Gym opens from 7am to 8.30pm (Monday to Friday) and 8am to 7pm Saturday, Sunday & Bank Holidays).
  - You will be allocated a 60 minute time slot to once again facilitate as many guests as possible.
- Swimming Pool:
  - Swimming Pool opens daily from 7am to 9pm (Monday to Friday) and 8am to 7.45pm Saturday, Sunday & Bank Holidays).
  - You will be allocated a 30 minute time slot to once again facilitate as many guests as possible.
  - Children are permitted in the pool between 9am to 1pm and 2pm to 7pm only. (Excluding these allocated times the pool is open to adults only).
  - Please note that you are required to wear a swimming cap in the swimming pool and these can be purchased for €3.00 at the Leisure Centre reception desk.

### **Families:**

- The Inn at Dromoland has always been a family friendly hotel and we would request that all younger guests in your party are supervised at all times by an adult and will need to sit with an adult at mealtimes. To ensure the safety of all guests and staff, we kindly request that you pay particular attention when in public areas of the Hotel.
- Tennis/Crazy Golf/Foot Golf:
  - All the equipment for Tennis, Crazy Golf and Foot Golf are available for hire in our Leisure Centre. There is a deposit charge of €10.00, which will be refunded when the equipment is returned. Rackets/ clubs and balls must be returned to the Leisure Centre within a 60-minute time limit, otherwise you will forfeit your deposit.
- The Play Inn:
  - Our indoor play facility open to hotel residents only. Children must be accompanied at all times by a parent/guardian.
  - Advance booking is required. Please book this in with our reception team within 7 days of your arrival only.
  - Charges for a 1 hour session are as follows:  
1 Child - €4      2 Children - €7      3 Children - €10
  - Open Daily from 9am to 7pm (last entry 7pm)
- Picnic Baskets/In-room Pizza Nights
  - For full information on pricing and to make a booking please contact reception prior to or during your stay.
- Movie Nights
  - For more information on times and movie details please contact reception.