

WELCOME



Inishbofin House Hotel

The health and wellbeing of our customers and staff alike has always been the number one priority at the Inishbofin House Hotel. Following government guidelines and in line with the best practice here are some steps that our team are taking for you our guests and our team. We would also recommend that you download the COVID Tracker App which the Government based on Government Guidelines, <https://covidtracker.gov.ie/>

We would like to take this opportunity to thank you for choosing to stay at the Inishbofin House Hotel. Your experience might be a little bit different but our policies and procedures are in place for the health and wellbeing of all our guests and our teams. We look forward to welcoming you and assure you of our best personal care and attention at all times.

PREPERATION While you're packing and getting ready for your journey our team here at the Inishbofin House Hotel have completed comprehensive training in hygiene and best practices regarding COVID-19. We have hand sanitizing stations installed around the hotel, including all entry/exit points, bathrooms and lobby areas. Staff will sanitise their hands regularly throughout their working day and sanitise their working spaces every 30 minutes. We have signage in place in our hotel to gently remind you, our guests, to keep practicing social distancing. This can be arranged by emailing info@inishbofinhouse.com.

CHECK IN We will be ready to greet you at 3pm. Upon arrival we ask all guests to follow the signs and queue in an organized fashion. We ask only one person per party/family to approach the reception desk to check in. Check out is strictly 11am. We have invested an extra level of precaution at our reception desks – facemasks, gloves and sanitizer are available at reception for purchase. You will be asked to fill

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out a registration form. If you are an organizer of a group you can return your registration cards for all your party later that day. Payment will be taken 72 hours prior to arrival. Our online check in will be available in the coming weeks.

OVERSEAS VISITORS

We would like to advise all our guests that we are adhering to the Irish Government Guidelines for COVID-19. If you are arriving into Ireland from any overseas country the Irish Government is asking you to restrict your movements for 14 days. Restricting your movements means staying indoors and avoiding contact with other people and social situations as much as possible. This self isolation should be completed prior to your arrival at our hotel. We shall be asking our overseas guests to sign a Self Declaration form, provide supporting proof that they have self isolated/quarantined for 14 days and details of their travel arrangements into Ireland. Please support our decision to protect our Staff and customers during COVID-19.

GREEN POLICY

We are not allowed to display any brochures, information folders, fliers, menus, paper pads or newspapers along our hotels. We will be using laminated menus for our restaurants. If you require a copy of the dinner menu, hotel brochure or guest information please ring reception by dialling '0'.

YOUR ROOM

All our housekeeping staff have undergone retraining on the latest protocols and best practice standards in relation to PPE, physical distancing and new advanced cleaning techniques. We have received expert advice to our cleaning agents and procedures. All surfaces and furniture will be cleansed and sanitized focusing on hotspots zones. Each room will be fully inspected before being sealed. The seal will break when you enter the room for the first time.

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This is to assure you that your room has gone through this process. Your room will not be serviced during your stay, this is to re-assure you that nobody has entered your room. We will replace towels, top up your tea/coffee facilities and empty bins if required. Amenities within rooms have been removed but are available on request. If you require any assistance during your stay, please contact our Reception team by dialling '0'. Please leave your room service tray outside your room door for your collection.

DINNER

All our restaurants and bars have been re-arranged in order to meet social distance requirements. Our team of chefs have undergone specific training and are wearing the necessary PPE when preparing your food. We will present laminated menus in our restaurants to make sure they can be sanitized. Alfresco dining is available in our beautiful outdoor areas.

BREAKFAST

You will be asked to book a breakfast slot on check in to allow for social distancing in the dining room. In the Restaurant your waiter will serve you your cereal, toast and fruit from the Kitchen, along with your hot breakfast from the kitchen and your morning Brew!

CONTACTLESS CHECK OUT

We advise you to pay for all meals throughout your stay. Contactless express checkout will be available to all guests with no additional extras on their bill. All outstanding bills will be settled with the card that has been provided at the time of booking. If you wish to make a payment with a different card or by cash, please contact reception desk the morning of the departure.