

# JOYCE'S

## **COVID 19 Guest Room Policy**

This statement will be updated in accordance with the relevant guidelines. These are truly uncertain and unorthodox times for everyone so please rest assured that we have done and are continuing to abide by the relevant Government & Health Authority Guidelines and Policies to ensure you have a wonderful and safe stay at Joyce's Lodge.

### **\*Please note that this page may be updated in line with any new developments on the Pandemic\***

Guest and Staff safety alike are paramount to all our decisions at Joyce's Lodge. We are committed to actively providing our high-quality services to our Guests in the most effective manner. Some Services have ceased and or/been changed perhaps temporarily so please do bear this in mind when booking the Property.

I also wish to inform you that we have completed the Fáilte Ireland Covid 19 Safety Charter (Infection Prevention Control Measures/Training for all Staff).

### **General information**

- \* Please review relevant information on our Website [www.joycesinishowen.com](http://www.joycesinishowen.com) prior to your visit
- \* Hand Sanitising stations are placed around the Property for your convenience
  - \* Social Distancing Guidelines are in place for all throughout
  - \* Contact Hot points are cleaned at regular intervals
  - \* Certain doors may remain open to avoid unnecessary contact
- \* PPE has been provided for Hotel staff who are in close-proximity positions with each other and guests
- \* Check-in, Guests will be asked to remain behind the relevant markers to ensure social distancing remains
- \* Speedy check-in/out is in place where applicable. Key cards, pens, card terminals etc. are sanitised regularly
  - \* All aspects of our Business have been addressed in line with the Government Guidelines and as such our Standard Operating Procedures (SOP'S) have been adjusted accordingly

### **Accommodation**

- \* To cut down room activity, beds will not be made & bathrooms will not be cleaned unless guests are staying longer than 4 Nights. In such a case new linen will be provided
- \* Towels will be replaced daily, along with sanitised; tea, coffees, milks, water etc.
- \* Cups, saucers, spoons and glasses will all be cleaned and sanitised accordingly
  - \* Additional toilet paper and tissues will be added where necessary
- \* Unnecessary items have been removed throughout the Hotel and guest rooms such as brochures and flyers

We thank you kindly for choosing Joyce's Lodge for your short break and we wish you all a fabulous time. Should you have any further queries please get in touch via: [info@joycesinishowen.com](mailto:info@joycesinishowen.com)