



### **We look forward to welcoming you back to the Mount Errigal Hotel.**

We have been getting prepared for a new way of delivering the service and comfort that our guests have come to expect from their stay with us. We will continue to monitor the information coming from the HSE, Irish Government & the World Health Organisation as well as the Irish Hotel Federation, and you will see some noticeable changes to the hotel on your arrival and throughout your stay.

We would ask that any customers experiencing flu like symptoms or sickness to please postpone their visit to a later date. We would also ask that any customers that may have visited the countries affected by COVID-19, or have been in contact with a confirmed case please postpone their visit. We will offer you the option of changing the date of your reservation, holding your existing payment as credit against a future booking or offer a full refund.

#### **Arrival / Departure**

- Contactless payments preferable. Guests will be offered to pre-pay for their stay from 24 hours prior to arrival via a secure link.
- Guests can now access hotel information for menus and general information online.
- Key cards will be disinfected before and after each use.
- We can offer an email receipt for your stay on request
- Due to enhanced cleaning that is required in bedrooms we are not in the position to offer late check outs or early check in times at present. We ask that you **check out promptly at 12pm** and **4pm will be the earliest you can check in** and it is not guaranteed.

#### **Throughout your stay**

- We would ask that where possible guests do not use the elevator. If you require the lift do not share with anyone outside your family group.
- A thorough and extensive cleaning and sanitising program is in place for all guest bedrooms, bathrooms and public areas in preparation for your arrival
- Hand sanitisers will be visible and plentiful throughout the hotel.
- We promote regular hand-washing by displaying posters in customer and employee toilets and common areas encouraging good handwashing practice with soap and water.
- All non-essential items including additional furnishings, Tea / Coffee making facilities and guest directories will be removed from our bedrooms so we can focus on the highest levels of cleanliness, Guest information and menus will be available online
- Rooms will no longer be serviced if you are staying 2 nights or more. Fresh towels will be provided along with sundries each day. We ask that you place your rubbish bag from your bin outside along with the bag provided for used towels before 10am daily. Please only leave towels out that you wish to have replaced in line with our eco-friendly policy. If you require for your room to be cleaned, please request this as before 10am and note that we will need at least one hour to disinfect your room again.
- Tables will be allocated for breakfast & dinner in which a time slot will have to be pre-booked.
- Dining will incorporate social distancing between each table, we ask you to remain seated and to adhere to physical distance between you and other guests and our team as much as possible.
- Children will have to remain seated with parents / guardian at all times and cannot be in any part of the hotel unaccompanied at any time.

## Leisure Centre

- The swimming pool & gym will be open from 7am-9pm midweek & 9am – 8pm Saturday and Sunday with an adult only session after 7pm.
- The health suite (Sauna/Jacuzzi/Steam Room/Loungers) will remain closed until further notice.
- Depending on numbers scheduled pool sessions may be introduced.
- Guests will be asked to use the bedrooms for changing and showering and we would recommend that you bring your own robes and flip flops from home.
- Swim hats must be worn and are available at reception for €3.00 each.
- Extra towels will be available at the leisure centre reception if required.
- Children under the age of 13 must be accompanied in the water with an adult at all times.

The Management of the Mount Errigal understand the importance of our Duty of Care both towards our guests and our loyal employees. Every decision taken during and after the reopening will be reflective of this sentiment. We strive to make your stay as enjoyable as possible but please understand we have to adjust to these new regulations in the hospitality industry to safe guard all who enter the hotel.

We look forward to welcoming our guests back to a safe but comfortable hotel.

Should you have any further queries please contact us at [info@mounterrigan.com](mailto:info@mounterrigan.com) or go to <https://www2.hse.ie/coronavirus/>

Kind Regards

Terry McEniff  
Managing Director