



ARD RÍ HOUSE

H O T E L

Our Covid-19 Policy for you our guest

We would like to offer you a very warm welcome to the Ard Rí House Hotel. We have the pleasure in outlining some of the procedures which have been implemented by the Team, to ensure your stay here is a pleasurable one as well as complying with all Health & Safety Policies in line with HSE, Government, and the Irish Hotels Federation Guidelines.

Keeping you our guest's and our staff safe has been paramount in all our procedures that we have implemented. These detailed Policies and procedures focus on health and hygiene in all areas of the hotel and in all our dining outlets. Every conceivable effort is being made to ensure your time with us is not only enjoyable and relaxing but also safe thereby ensuring you have peace of mind throughout your stay.

Most policies and procedures will be clearly evident throughout the hotel, while others will be incorporated discreetly into our service. These policies and procedures will be rigorously adhered to and continually developed as the situation changes. At all times the wellbeing of our guests and colleagues will be our highest priority, so that you can relax and unwind with peace of mind at the Ard Rí House Hotel.

*Warmest regards
Jean Browne
General Manager*

Checking-in & out

- 1. Visible markings will guide you safely in the hotel lobby, where our colleagues will observe social distancing, upon check in and check out. Hand sanitizing agent will be clearly visible and available for your use.*
- 2. Prepaid payment options and e-mail receipts will be encouraged. Where this is not possible, payment terminals will be disinfected before and after each transaction.*
- 3. Key Cards will be disinfected after each stay.*

Around the Hotel

- 1. Cleaning and sanitising of all surfaces and high traffic areas is being carried out throughout the Hotel on an hourly basis.*
- 2. Seating areas have been rearranged in such a way to allow you to move about freely while observing social distancing guidelines.*
- 3. Hand sanitiser stations are available throughout the Hotel at every necessary location including restrooms, dining areas and all entrances and exits.*

4. *Signage is clearly displayed throughout our public areas to remind our guests to observe social distancing and abide by frequent handwashing.*
5. *Doorways where possible will be left open to reduce contact, any door that must remain closed for health and safety compliance will have a sanitising station located close by.*
6. *Elevator usage will be restricted to either 1 person or 1 family unit, we kindly ask you're your compliance in this regard to ensure social distancing is observed.*

Guest Bedrooms

1. *To ensure the highest standards of cleanliness in our rooms, we have retrained all our housekeeping team in how to correctly remove linen from the rooms and how to clean and disinfect the bedroom in a manner that limits the spread of any bacteria or viruses. We have also changed our chemicals to a Virucidal Sanitiser which passes all HSE recommendations.*
2. *All additional furnishings and non-essential items have been removed from our bedrooms so we can deliver on our promise of the highest levels of cleanliness.*
3. *Linen will be handled with extreme care and bagged separately from each room and sent to a laundry facility where it is washed at a minimum temperature of 70°C.*
4. *Guest Directory, Room Service Menu and this letter are removed and sanitised after each guest stay and replaced with a new one for each new guest arrival.*
5. *In the room, Tea/coffee facilities are available, again these items are replaced on each guest checkout whether used or not. The Delph is brought back to the kitchen and washed at the recommended temperature and with the recommended detergent.*

Dick Dowling's Bar

1. *All dining services will now include the option of in room and takeaway, in addition to table service in our restaurant & bar.*
2. *Buffet services will be replaced by table service. Our dedicated service team will cater to your individual needs while observing social distance where ever possible.*
3. *Traditional menus will be available and disinfected after each guest and staff will verbally explain the menu if requested.*
4. *Table layout and configuration will be in line with recommended social distancing guidelines.*
5. *All tableware including all used and unused wares, condiments and linens will be removed and disinfected before each guest is seated. Tables and chair arms will also be disinfected after each seating.*

#teamardri

1. *As a testament to our Health and Safety commitment and to reinforce the highest standards of hygiene and cleanliness all our team will fully participate in a comprehensive educational and training program on an ongoing basis.*
2. *The official health guidelines around the wearing of Personal Protective Equipment (PPE) is under constant review. Ard Rí House Hotel will supply and ensure the strict use of PPE by all members of our team, from guest services to back-of-house if it is deemed necessary by the HSE and the Irish Government.*