



As we prepare our hotel to welcome guests again, we have implemented a number of stringent control measures across each department of the hotel as advised by the Irish Government and Failte Ireland. We thank you for trusting us to make The Falls Hotel & Spa a comfortable and safe place for you to be.

We are delighted to have our doors open to guests again. We would like to make you aware of some changes to our operation as part of our response to Covid-19. We have put measures in place for the safety and comfort of you, our guests, and our team here in the hotel.

**Extended breakfast times** – breakfast is served from 7.30am to 10.30am. The busiest time is 9.30am to 10.30am, we would advise you to have breakfast earlier to avoid a large crowd.

**Meals** – Dinner is served daily in our Cascades Restaurant from 6.30pm to 8.30pm. A reservations is essential, please book your preferred time with reception. Bar Food is served in our Dylan Thomas bar all day, lunch is served from 12.30 – 2.30, we then have a bar food menu which is available until 9.30pm. We offer table service only in our bar. As per the government directive, in order to have an alcoholic beverage, a meal to the value of €9 or more per person, must be had. We also have introduced a new In Room Dining Menu for you to enjoy.

**Leisure Centre & Swimming pool times and booking** – our pool is open from 8am to 8pm. Children's hours are from 10am – 6pm. For everyone's comfort, we are asking guests to book their pool time directly with the leisure centre beforehand. They are contactable on extension 3403 to book your hour time slot. Please change your clothes in your bedroom. Towels are available in the leisure centre. Our gym is open to hotel residents only from June 29th - August 30th.

We hope that you are comfortable in your room during your stay. For your peace of mind, our **accommodation team** will not enter your room to service it during your stay. Should you require anything at all, such as extra pillows, change of sheets, cleaning products, please ring reception on 0, and these items will be brought up to your room and left outside the door. We ask if you have requested new towels or sheets, to please place your used ones in the plastic bag in your room and leave this bag outside your door for collection.

Our **River Spa** will reopen on July 20<sup>th</sup>. We have two River Spa Experiences available to you, our Rasul and bathing ceremonies. To make an appointment, please ring the River Spa on 3404. We encourage you to use contactless payment during your stay and to avoid signing for room charges.

If you feel unwell during your stay, or show any symptoms of Covid-19, please ring reception immediately and we will assist you.

We hope you make the most of your stay with us. There is so much to do in the area, please ask at reception for information on local activities and attractions, or visit, [www.burren.ie](http://www.burren.ie). We have 50 acres of woodlands around us, with a lovely river walk into the glen. This is a 'must do' during your stay, again, reception will be happy to direct you to the walk.

We are very much looking forward to welcoming you and we hope you enjoy your stay with us.