

Thank you for choosing Dooley's Hotel; we are looking forward to welcoming you to Ireland's Oldest City. The health and safety of our guests and staff is our number one priority.

Due to the recent COVID-19 pandemic, we have introduced a range of new measures to help you feel more comfortable during your upcoming visit to our hotel.

This is a living document which means as Government restrictions and Public Health guidelines evolve; this document will also evolve to reflect new Government advice and changes to protocols when they emerge.

### **Check-In**

We ask that one member of your group check-in at reception.

To try and eliminate and prevent our guest from having to queue we have come with a system giving guests the option for Express check-in. This is giving you less time at the reception.

### **Why not avail of Express Check-In:**

You can pre-register and prepay for your stay, on arrival at the hotel there will be a designated priority check-in lane in operation where your room key can be collected leaving you free to enjoy your stay without the hassles of queuing.

If you wish to avail of this service we will require the below prior to arrival:

1. **Registrations Form:** Your registration card will be emailed to you before arrival, which can be completed and either emailed back to the hotel or can be given to reception on arrival.
2. **Pre-payment:** payment will be required before arrival.

If you wish to arrange express check-in please call us on 051 873531 prior to arrival.

### **Lift**

We would ask if where possible you could use the stairs to leave the lift for those that require it. Physical distancing must be adhered to in the elevator except among members of the same household.

### **Room Servicing**

Guests staying with us for two nights will not have their rooms serviced. During your visit, fresh towels, extra tea, and coffee are available on request by contacting reception. Items can be delivered while you are there and will be placed outside the door. Extended length stays will have the option to have their room serviced on the third day by contacting reception. The room will have to be vacated for one to two hours before the room can be serviced. Servicing of rooms will only be accommodated during housekeeping operating hours.

## **Breakfast/Lunch/Dinner**

We will be operating a booking system for breakfast/lunch & dinner with **pre-booked time-limited** slots in line with government guidelines.

Breakfast: 7.30 to 10 am

A la Carte Menu is available from 12 to 9 pm

***To avoid disappointment, we would ask that you please book your table for breakfast, lunch and dinner before your arrival as we are operating at a limited capacity.***

For guests on a room only and wish to use other providers, we strongly recommend that you have your meals pre-booked to avoid disappointment as these providers are also working on a limited capacity.

## **Bar Service**

We will operate in line with government guidelines.

## **Local amenities and restaurants**

To avoid disappointment during your visit, we would strongly recommend you have reservations made with local amenities before your visit as many operations capacity have been restricted due to COVID 19.

## **Dooley's Hotel Health and Safety protocols:**

At Dooley's Hotel, the health and safety of our guests and staff is our number one priority. We are dedicated to ensuring that your stay with us will be safe and memorable.

We have introduced a series of stringent health and safety measures that include:

- Increased frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and room keys.
- Guest-accessible disinfecting at the entrance and high traffic areas.
- After guests depart, the bedroom is thoroughly cleaned, disinfected and serviced. We are paying particular emphasis to frequently touched surfaces such as phones, remote controls, door handles, switches, kettles and other surfaces. Any additional items and amenities that may pose a risk, we have removed (i.e. pads and guest directories).
- Enhanced cleaning & other changes to buffets, in-room dining and meeting spaces.
- Where team members work "behind the scenes," there is an increased frequency of cleaning and focusing on high-touch areas.
- Ongoing staff training in hygiene and cleanliness protocols.
- Social distancing measures implemented in the restaurant & bar.

If you have any questions or would like to find out more about all that we are doing to ensure the safety for you and your family, please don't hesitate to contact our manager on duty.