



Keep Safe Charter

Dear Guest,

We are over the moon to be welcoming guests back to Hotel Doolin again and we hope you are looking forward to your stay. Over the last few weeks the team here have talked through all the scenarios and interactions that we normally have with our guests to make sure that we can provide you with a warm welcome, a relaxing break and a great experience of Doolin while being as responsible as we can and keeping everybody safe. We're asking you to trust us and the systems we have put in place but we are in this together so we also need to ask you to be responsible too. We don't want to confuse you or our team here with knots of regimental, stringent rules and enforcements that are unworkable and that will make everybody miserable. We don't want you to end up needing a holiday after your holiday! We will of course be working within all the guidelines that have been stipulated by Fáilte Ireland, however not every scenario is covered and there will be times that we will need to work together and use our common sense for the sanity and wellbeing of all of us.

The four main things we can practice together are-

1. ***Handwashing***
2. ***Cleaning and sanitisation***
3. ***Social distancing***
4. ***Cough and Sneeze etiquette.***

Handwashing

So, we promise you that all of our team will wash or sanitise their hands before and after every interaction. We ask you as our guest to wash or sanitise your hands regularly and there will be a sanitising station at every entry/exit point throughout the hotel internally and externally. Twenty-nine points to be exact. We won't be making it mandatory for our team to wear gloves unless they wish and if you want us to wear gloves, just ask. We'll have gloves and PPE available for everyone if required.

Cleaning & Sanitisation

The entire hotel and every single touchpoint will be sanitised continually 24/7. Your bedroom/house will be thoroughly sanitised before your stay and during every service. There will be a dedicated cleaner on duty in the public areas of the hotel 24/7. Your table/menu/cutlery/condiments and every single thing you come into contact with during your meal will be sanitised before and after and our cleaning team will be wearing PPE and will have been trained on the correct use of PPE.

Social Distancing

We ask you to please adhere to social distancing while visiting Hotel Doolin and to keep two metres where possible or least one metre apart from staff and other guests not in your party. We have placed signage throughout the hotel to help our guests make the most of the space. Some areas, such as our bathrooms are limited to a small number of people per time, other areas have a one-way entry/exit policy. If in doubt, look for signage and follow the arrows.

Cough & Sneeze Etiquette

We all know the drill at this stage. If you don't, you shouldn't be let out of the house as you are a menace to society. We'll be having regular pop-up quizzes on cough & sneeze etiquette.

Facemasks & Screens

We have Perspex screens erected at the front desk and at every other pay station throughout the hotel. Facemasks are available to every staff member if they wish to wear one. We will endeavour to adhere to social distancing in every interaction with our guests but there may be very brief times when we are closer than one metre e.g. while we are bringing food or drinks to your table. If you would like any of us to wear a facemask at any stage please let us know and we would be only too happy to oblige. If you would like a facemask for yourself at any stage during your stay, please ask us and we will provide. We have a large stock of facemasks and PPE available in every department.

Check-in/Check-out

Check-in for Hotel Doolin is 3pm, from 4pm for the Piper's Chair Houses and Cullinan's. We request that one member from each party enters the hotel reception for check-in and we ask that you adhere to the floor markings for social distancing in the hotel lobby for check-in/check-out.

Bedrooms & Houses

Bedrooms will be thoroughly cleaned and sanitised before your stay and for Hotel Doolin and Cullinan's, they will be serviced daily. If you would prefer not to have your room serviced during your stay please let us know. All of our housekeeping staff have been thoroughly re-trained and equipped with PPE. To adhere to guidelines, we've had to remove some of the items in bedrooms such as pillows, throws, books, bathrobes, filtered water and other various in-room literature. If you would like to have any of these items put back into your room during your stay please let us know.

Dining

We are blessed with so much space at Hotel Doolin. All of our tables have been spaced out to at least one metre. We have tables that are spaced out two metres also. If you would prefer a two-metre table, please let us know and we will reserve for you, subject to availability. We will be calling all hotel residents ahead of their stay to ask if you would like to book a table. Booking is not mandatory but is advised. For groups of 5 and upwards, booking is essential for breakfast/dinner and lunch. Please call us on 065-7074111 or email info@hoteldoolin.ie to book a table. There will be no time limit on tables

for residents of the hotel, Cullinan's and Piper's Chair Houses. We believe that after going through lockdown you deserve to relax over your meal, chat and catch up with your loved ones without us hovering over you. We also feel that letting a family or group of friends have a table for the evening is safer for everyone than turning that same table over three or four times. Each member of the party will be required to order something off our food menu to adhere to the guidelines. We do have to be mindful though, that bars do not re-open until the 20th July so we will be trusting you to be sensible over the course of the evening with your alcohol consumption so that we are not put in a position where we have to intervene.

Fitz's Bar

Fitz's Bar is open for food service only with table service drinks while customers are eating. There will be no time limit per table for residents of Hotel Doolin, Piper's Chair Houses and Cullinan's Guesthouse. Food service is lunch from 1pm-3.30pm and dinner service is from 5pm-10pm with a bar pizza menu available thereafter until 11pm. Booking is not essential but advised and any groups of 5 and upwards must book a table by calling 065-7074111 or emailing info@hoteldoolin.ie

Resident's Bar

Residents Bar will be available to hotel residents and residents of the Piper's Chair Houses and Cullinan's in Fitz's Bar on a table service basis while adhering to social distancing up until 1.30am.

Breakfast

Breakfast is served for Hotel Doolin residents in Hotel Doolin in Glas Restaurant from 8am-11am Mon-Fri and 8am-11.30am Sat & Sun. Booking is mandatory for groups of 5 and upwards. There will be no breakfast buffet but as usual at Hotel Doolin all breakfasts are available to order a la carte. All our breakfast tables are spaced 1 metre apart however guests are advised that peak times are from 9.30am and if you would like a quieter breakfast with fewer people in the dining room, we would advise you to plan your breakfast for earlier. Breakfast can also be served outside in the garden. These tables will be allocated on a first come/first served basis.

Breakfast is also served in Fitz's Bar if residents of the Piper's Chair Houses or Cullinan's would like to avail, 8am-11am Mon-Fri and 8am-11.30 Sat & Sun.

Stonewall Café is open from 10am daily, serving a number of breakfast items, fairtrade teas/coffees and home-baked goods for takeaway or dining in our garden area.

Brunch is served from 10am-3pm Sat & Sun from Stonewall Café for eat-in or take-out.

We will not be offering room service breakfast this summer however there is a takeaway option on Sat & Sun from Stonewall Café.

Glas Restaurant

Glas Restaurant is available for private parties only, up to 25 people. Glas Restaurant can be pre-booked for a private party for lunches and dinners, menus start at €35 per person, please contact 065-7074111 or info@hoteldoolin.ie to arrange your private restaurant.

Stonewall Café & Outdoor Dining

We are blessed with an abundance of outdoor space at Hotel Doolin and Stonewall Café will be serving food all day from 10am-11pm and offering dining in our garden. Drinks will be available to your table from our outdoor Sibín Bar from 5pm as long as guests have ordered food from Stonewall Café. We

will be hosting live music every night in the garden. No bookings are required for Stonewall Café but tables will be allocated on a first come/first served basis.

Medical Kit

We have a number of digital thermometers on site as well as a number and a Covid-19 medical kit for guest and staff use if required.

Contact Tracing

For all food bookings, according to the guidelines we need to take the contact details of the lead member of the party, we will hold these details for a month.

Training

Our team have been re-inducted in our new standard operating procedures before returning to work and are 100% aware of what is expected of them. If there is anything we can do to make you feel more comfortable during your stay or meal please do let us know and we will do everything in our power to oblige you.

Music

We'll be bringing back music to Hotel Doolin on a phased basis. Our *Spaced Out Sessions* will take place in our Barn every Sat night in July and these will be ticketed events but we'll have free live music in our garden every evening from 7.00pm for now and will likely expand as the summer goes on and also bring music back to Fitz's Bar as social distancing measures ease. Please see here for our music schedule check out our website here for our *music schedule*.

Room Service

We will not be providing room service this summer but our Stonewall Café will be serving food all day and guests can order lunch and dinner daily and brunch every Saturday and Sunday from our At Home menu. This can be ordered online or instore and collected and brought to your room or house if you wish. Please see here for our *At Home Menu*.

Contactless Payment

Cash is no longer king! Where possible we ask that you use contactless payment please.

Bathrooms

We have three public toilets throughout the hotel, one for hotel residents, one for Fitz's Bar and Glas restaurant and our bathrooms in the Barn will be open for patrons of Stonewall Café and Gardens. There is a maximum number of people allowed into the bathrooms at any one time and we ask that you are mindful of this.

Suspected case of Covid19

In the event of a suspected case of Covid-19 arising from a guest or team member please be assured we have a very clear procedure for isolation and reporting and all staff are trained fully in this procedure.

Manager on Duty/Host

There will be a dedicated host/manager on duty at all times during your stay to look after any of your requirements. Please let us know if there is anything we can do to make your stay as comfortable and relaxing as possible.

We can't wait to welcome you to Doolin & Hotel Doolin. Please do contact us ahead of your arrival on info@hoteldoolin.ie or 065-7074111 if you have any questions or queries.