



Bringing people together to make magic memories.

Our Keep Safe Charter

It's been a long and lonely year and we are over the moon to be welcoming guests back to Hotel Doolin, Cullinan's & The Piper's Chair Holiday Homes again and we hope you are looking forward to your stay. We want 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 another 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 at 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 mandatory for our team to wear. 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 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. .

Dining

We are blessed with so much space at Hotel Doolin and have lots of new additions this year. All of our tables have been spaced out to at least one metre. Booking is not mandatory, but we will be accepting reservations from residents of the hotel so please call ahead if you would like to hold a table, otherwise tables are allocated on a walk-in basis. We do recommend to our hotel residents that for groups of 5 and upwards a table is booked advance otherwise we cannot guarantee that we will be able to sit you together. 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.

Fitz's Pub

Fitz's Pub serves food all day, breakfast from 8am-10.30am, Lunch 12.30-16.00, snack menu(served outside also) 16.00-21.30, Dinner 17.30-21.30

Resident's Bar

Residents Bar will be available to hotel residents and residents of the Piper's Chair Houses and Cullinan's until 1.30am.

Breakfast

Breakfast is served for Hotel Doolin residents in Hotel Doolin in Glas Restaurant from 8am-10.30am every day. 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 Pub if residents of the Piper's Chair Houses or Cullinan's would like to avail, 8am-10.30am every day also.

Glas Restaurant

Glas Restaurant is open Wednesday to Sunday from 6.30pm – 9pm.

Glas is also available for private parties, up to 25 people. Glas Restaurant can be pre-booked for a private party for lunches and dinners, menus start at €40 per person, please contact 065-7074111 or info@hoteldoolin.ie to arrange your private restaurant.

Stonewall Café & Pizzeria

We are blessed with an abundance of outdoor space at Hotel Doolin and Stonewall Pizzeria has a woodfired pizza oven and will be serving stone-baked homemade pizzas all day from 12.30pm to 10pm in our Garden. The Shibeen Bar in the Garden will be open daily from 12 noon – 11.30pm Sunday to Thursday and until 12.30pm on Fridays & Saturdays & Sundays until 11pm. We will be hosting live music every night. Tables will be allocated on a first come/first served basis.

Takeaway Pizzas are also available from the Stonewall Pizzeria.

Stonewall Cafe is open from 9am-10pm daily, serving a number of breakfast items, fairtrade teas/coffees and home-baked goods for takeaway or dining in our garden area. Table service will be provided for beverages from the Shibeen Garden Bar.

We will not be offering room service breakfast this summer however there is a takeaway option from The Stonewall which can be collected and brought to your bedroom.

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 in The Attic, our new music venue

We'll be bringing back music to Hotel Doolin and Live music will take place either in the bar, the Attic or the Garden at Hotel Doolin 7 nights per week from 2nd June.

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 Pub 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. The isolation area is in Cullinan's Guesthouse (upstairs sitting room).

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.

Slán go fóill

Dónal Minihane

Managing Director