



YOU'RE IN SAFE HANDS

At Ballinacurra House we are closely monitoring all information provided by the Government of Ireland, the Health Service Executive and World Health Organisation in relation to the COVID-19 virus.

And following detailed guidance measures from the Health & Safety Authority and Failte Ireland, we have implemented these recommendations into the operating systems and procedures throughout the property. These include (but not limited to):

Safety and Sanitation

- We have implemented the highest level of sanitation and disinfection of all Houses including bedrooms, living rooms etc
- All rooms in the property have been sanitised prior to your arrival.
- Our procedures and products are 'best practice' and are in line with all national and international standards.
- Secure, open and ample complimentary parking is available.
- Each House has ample outdoor seating to facilitate social distancing.

Housekeeping

- Rooms are sanitised after each clean and the door is locked to ensure the room has not been accessed prior to your arrival.
- Touch point cleaning, extra disinfection of high touch areas including door handles, light switches, sockets etc have been carried out prior to your arrival, and will be continuously throughout your stay.
- Rooms have been de-cluttered of amenities including guest directory, paper and pens.

Food & Dining Options

- Depending on your booking, we are currently operating two breakfast options so please check what is relevant to your stay. Breakfast buffets have been changed to full table service or alternatively we are offering a 'Click & Collect' casual menu for in-room dining.
- If joining us for one of our pop-up restaurants or events, tables and menus will be sanitised thoroughly after each guest use and our seating plan has been amended to meet the requirements for social distancing.
- All food and drink orders are taken and served to your table.

Communication & Reception

- Detailed pre-stay email and welcome letter outlining our updated procedures
- Room charge option for meals and drinks, room service etc.
- Online checkin and checkout payment for contactless experience.
- Credit card machines are sanitised between transactions.

And some general points ...

To protect our guests, staff and suppliers while visiting the Property, we have implemented a series of significant measures in our effort to limit the spread of the virus and enable social distancing while continuing to operate. Some of these essential procedures that we have put in place which include:

- Prioritising regular and vigorous sanitisation throughout all Houses and bedrooms. We are asking all our guests to please use the hand sanitisers provided when entering each House, wash hands regularly and follow the advice given by our team.
- All members of staff, in all departments including the kitchen and front of house, have been trained to adhere to the highest levels of sanitisation when carrying out their duties on a daily basis.

Proud Member of the Fáilte Ireland Safety Charter ...

The COVID-19 Safety Charter is a Government-endorsed initiative to reinforce confidence in domestic and overseas visitors in tourism businesses. The COVID-19 Safety Charter is designed to give comfort and reassurance to employers, employees and customers that our business is ready to re-open safely.

Fáilte Ireland has issued sector specific guidelines for tourism and hospitality businesses to ensure our Team are following the recommended guidelines. They have completed the required Covid-19 safety & hygiene control training and this course ensures they have:

- a clear understanding of the COVID-19 infection.
- an awareness of their role in and responsibility for helping prevent the spread of the COVID-19 virus.
- a clear understanding of standard precautions surrounding infection control.
- a clear understanding of the correct hand-washing techniques and practices.
- a clear understanding of how to apply this knowledge to their place of work.

We would like to thank you for your support and understanding at this time and look forward to welcoming you to Ballinacurra House. The safety and wellbeing of everyone is of paramount importance to us. We wish you all well and that you take all precautions possible to stay safe and healthy.

Kind Regards,

Des & Lisa McGahan, Owners