



THE WHISTLEDOWN GUEST WELLNESS & CARE PROMISE

We are delighted to welcome our customers once again and care for their requirements in compliance with government guidelines, and with the safety of our team members and guests as our first priority.

As we prepare to open our doors once again, we do so in the knowledge that some things which we once considered normal are no longer deemed so, and that in order to protect the health of our team members and guests, we must adapt and adjust as we move towards a safer New Normal together.

With this in mind, we have introduced the 'Whistledown Guest Wellness & Care Promise' providing peace of mind for our visitors and guests. The new policy will be implemented and managed by two senior managers.

FLEXIBLE BOOKING POLICY

Your safety and that of those around you continues to be our main priority, therefore we have temporarily changed our cancellation policy to include a Covid-19 clause. Should you develop a new and consistent cough and/or a fever prior to your arrival, we ask that you do not attempt to travel. Instead we will offer you the option of changing the date of your reservation, holding your existing payment as credit against a future booking.

SAFETY & CLEANSING PROCEDURES

To combat the spread of the virus, stringent hand washing/sanitising practises and the compliance of social distancing etiquettes will be evident throughout the hotel. Please comply with the Social Distancing Guidelines and floor markings displayed throughout the hotel; they are there for your safety and that of our team members. Hand & Touchpoint Sanitiser is an anti bacterial, anti virus sanitiser, which has been laboratory tested against all enveloped viruses including Covid-19.

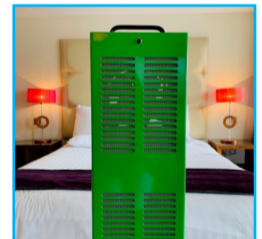
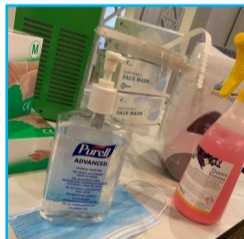
Hand & Touchpoint Sanitiser, will be available for team member and guest use upon entry to the hotel.

Wheelchair friendly Foot Pump Hand Sanitising Stations are also available for your convenience in public areas throughout the hotel. Surface Sanitiser & Protectant is used on all high touch surfaces. The team will also be using Ozone™ Sanitising Units and Aerofog Generators containing a powerful disinfectant cleaner which protects against a wide spectrum of viruses and bacteria, to sanitise all other areas throughout the hotel.

GUEST ROOMS

Our Housekeepers are provided with the PPE required to keep them safe as they service your accommodation. We have scrutinised the already stringent cleaning standards and made the necessary adjustments to further protect the health of our guests. All high touch points within the accommodation will be thoroughly sanitised with Hand & Touchpoint Sanitiser during each service.

In addition we use an Ozone™ Sanitising Unit in every room prior to guest's arrival. Ozone™ sterilisations deep cleans are one of the main cleaning methods to combat the coronavirus as it is a naturally allotype of oxygen. It is highly effective at destroying viruses, bacteria and pathogens. Whilst some strains of bacteria and virus can develop resistance to certain chemical disinfectants, they cannot develop resistance to Ozone™. This procedure ensures that all areas of the room is decontaminated from floor to ceiling, and touch surfaces including items such as TV Remote Controls are safe. Additional cleaning aids, such as disposable microfibre cloths which help to combat cross contamination, and our continued partnership with ANACHEM provides us with the peace of mind that the chemicals we clean with have undergone rigorous testing to ensure they meet with current legislation.



Ozone™ Technical Information

<https://envirofwa.com/professional-sterilisation-deep-cleans-ni-leinster/ozone-sterilisation-cleans-combat-covid-19/>

RESTAURANT PROTOCOL

Our restaurant layouts have been altered to aid with social distancing requirements.

Paper menus have been replaced by QR Code versions which you will can download from our website or scan on arrival.

Your breakfast will be cooked to order, and in order for us to manage your dining experience safely, it is essential that any dining experience, including breakfast and room service, be booked in advance. This allows us to manage the volume of guests and team members within any one area and to ensure social distancing guidelines are followed.

RIGOROUS CLEANSING PROTOCOL

Our kitchen teams and workstation layouts have also been reviewed to support social distancing among our team members. Increased sanitation of Laser FG Food Grade Cleaner, Quattro viral and bacterial 'on contact' Sanitiser, Hand & Touchpoint Sanitiser, Ozone™ Sanitising Units and Aerofog Generators which will be used during hours of closure each evening, for further deep sanitation of the Kitchens, Bars and Restaurants, Front of House and all public areas.

DINING

The presentation of your meal has also been reviewed to minimise the amount of crockery and condiments brought to and from your table.

Our bar areas will provide table service only, with standing room and over the counter service prohibited. Our table layouts will promote social distancing, creating a safe environment for our team members and our guests. All tables must be booked in advance for lunch and evening service. Please liaise with our Reservation Team.

A WARM WHISTLEDOWN WELCOME AWAITS YOU

Careful consideration and meticulous planning have been given when implementing the above measures which are in line with government advice and that of our Health professionals. We look forward to welcoming you back to the Whistledown Hotel from 3rd July.

We expect full compliance of all hotel protocols on cleaning and social distancing measures to ensure the safely and peace of mind of our guests and team members. Please help us as we care and provide for your wellness and safety.

Should you have any questions or concerns please do not hesitate to contact us, we will be only too pleased to assist.

Anti-Covid-19 Co-Ordinators

Dan Kumar, Assistant Manager and Annette Grant, Kitchen Manager