



Keeping You Safe & Secure

So much has changed over the year – and so have we.

So much has changed over the last year and your safety, and that of our team is, as always, our paramount objective.

To ensure everyone's safety we are having to do things a little differently around our House, the estate, and The Church Restaurant these days.

In line with government and Failte Ireland guidance, we implemented a range of social distancing measures to create a safe and hospitable environment for everyone who passes through our doors will retaining a homely experience. In a world of “new normal's” we believe there is still a place for a little indulgence and escapism.

All our house policies and procedures have been reviewed, and thorough risk assessments were conducted on all aspects of how we operate and ensuring our team is trained to deliver safe hospitality that feels as warm and welcoming as always.

We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay.

Government Guidance

We are following government and Failte Ireland guidelines and completed necessary risk assessments on all aspects of how we will operate. Our teams are trained to deliver safe hospitality and we have certification to validate our policies.

Due to the ongoing nature of the situation and the guidance issued, we will be continually updating and reviewing our policies so information you receive at the time of booking may be out of date by the time you stay at the house.

Our teams

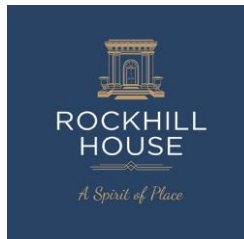
We have policies in the workplace to prepare for our teams return to work. All our staff members trained in new health and hygiene procedures. Guest-facing members of staff have been issued their own PPE, gloves, masks, sanitiser and will take extra precautions in their hand washing... In addition, we are in touch with our key suppliers to ensure that their practices and those of their delivery staff also adhere to our high standards on health and hygiene.

Contractors, Visitors

We will have different contractors, visiting our site based on strict pre agreed schedules.

They are all asked to complete a health questionnaire prior their arrival and acknowledge the recipient of our Covid 19 procedures.

Please note access to back of house areas in the hotel and on the estate is restricted to staff only. Contractors and visitors are not permitted to use guest



facilities.

What this will look like:

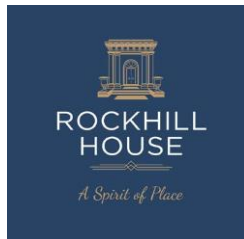
Before you arrive

*Our Reservations team will be in contact prior to your arrival to discuss your stay and ensure we have the necessary information to make check-in as straight forward as possible, thereby minimising unnecessary contact on arrival. If you have any special requirements, please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.
Please read our Cancellation Policy*

On arrival Car Parking

Upon arrival at the hotel, you can check by phone to enquire if your room is ready. At this point if your room is ready, you can unload the luggage at the designated drop off point at our front door before parking your car in the designated car park.





Check In

We have updated our check-in and check-out procedures to promote social distancing and minimise contact with staff and other guests.

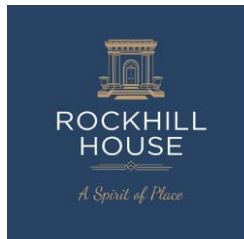
For everyone's peace of mind, all guests are requested to check their temperature before leaving home. We ask that anyone recording a temperature of 38 degrees or above remains at home and postpones their visit please.

We have a face mask policy throughout the hotel and all guest required to wear face mask in public areas and in the dining room until they are seated.

The furniture in the hotel lobby has been re-arranged to allow social distancing for people using this area, though a separate waiting area is in use during times when check-in is a little busier. We politely ask guests to wait here before being called to check-in. All our guests to allow us to pre-authorise their credit or debit card on arrival so that we can prepare invoices overnight for a seamless and contact free departure in the morning.

Regrettably, in line with a reduced-contact experience, we will not be routinely assisting with guest's luggage or showing guests to their rooms.





During your stay

We will operate a minimum 2-night stay policy to encourage fewer room change overs and promote safer public areas.

Social distancing measures will be in place in all common areas throughout the estate. Our team will always maintain a safe distance between you and them; we politely ask you to do the same.

Where possible, one-way systems are in place around the house, as well as appropriate signage to remind our guests and our teams to maintain a two-metre distance when moving around the house.

We have scaled up our already robust housekeeping operations throughout the you will be seeing a lot more of our vigilant housekeeping team who will be deep cleaning the key touch points in house common areas regularly throughout each day.

We have installed hand sanitisers at stations throughout the house and we politely ask that you use the hand sanitiser each time you enter the house and upon entering dining areas. Guests are also reminded to wash their hands regularly.

Where possible, guests who are staying at the house are requested to use the bathroom in their bedroom to reduce contact with other people using the toilets in the common areas.

The lift will not be available for use other than when required for those guests with accessibility needs. In this instance, we will ask that only one guest or family occupy the lift at any one time. The team will not be able to accompany you. The lift will be regularly sanitised, and signage in place to remind guests to follow safety guidance.





Guest bedrooms

Like all areas of our house our bedrooms do not have air condition units. To get fresh countryside air blow through simply open the window.

All bed linen, towels and robes are professionally cleaned on a high heat. Every guest bedroom and bathroom will be fully sanitised and sealed before each new guest's arrival.

We will be removing all high touch items such as magazines, marketing literature. Extra amenities, glassware, crockery, and tea trays will be in your room only for your stay.

All in-room consumables, including toiletries, tea and coffee trays and slippers will be replaced before each stay.

Guest sanitiser and wipes will be made available in each guest bedroom.

To prevent contamination our Housekeeping teams will not be servicing guest bedrooms mid-stay or providing a turn-down service. Fresh towels and linen can be requested at any time and can be left wrapped outside your room if you prefer, used towels and linen can be left outside for collection in the bags provided in each guest room.

You are also able to enjoy a spa experience in your room in the form of our new, beautifully presented in-room treatment boxes (included in your stay).

Once the room has been fully serviced our Duty Manager will check to ensure all rooms are fully ready for the new arrival in 24 hours. The room key and power key card will be sanitised and left inside the room before applying the Clean Seal to verify the room meets our hygiene and sanitation standards.





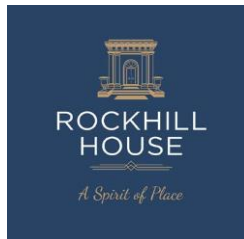
Dining

We are lucky to have lots of outside space at Rockhill House and, while the weather permits, you will have the option to dine outdoors in the fresh air and on the covered terrace should you decide to visit our Church Restaurant just a minute from the house.

We have made some small changes to our dining rooms to allow a clear two- metre gap between each table. To maintain social distancing, we will not be offering drinks at the Library Bar but will be offering a full table service. Seating will be spaced at least 2 metres apart. In our Church restaurant, groups of up to 6 guests from the same family unit only. Larger family units will be accommodated as separate groups.

Our Restaurants have been scaled down to allow us to operate our kitchens and adhere to social distancing within our teams. Rest assured; we have not lost the classic dishes that we know you love or the quality that we are renowned for. You will still enjoy food that is beautifully presented, generous in size and of high quality, reflecting the best of regional produce. All menu's will be printed on paper and used once. Our wine list will be laminated and sanitised after every use. Our linen napkins will be replaced by single use alternatives. In addition, we will be taking pre-orders and allocating specific times so that we can have all necessary tableware ready for your meal.





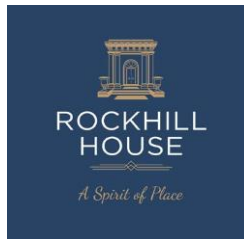
Check Out

Please note that we are only able to accept debit and credit cards for the foreseeable future to avoid the increased risks of handling cash. Credit card machines and other shared devices will be sanitised after every use.

A room bill will be emailed to on the morning of check-out, or alternatively we are able to print you a copy of your bill if you prefer. If you booked directly with us, we would have these details, otherwise guests will need to supply us with an email address.

Guests will simply need to deposit their room key in the designated box at Reception, since we can automatically take payment for your stay using the debit or credit card details which we hold on file.





Emergency procedures

If, prior to arrival at our hotel, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, before leaving home, so that we can reschedule your stay.

It is important to note, that for the safety of other guests and our team, any guest staying with us that displays symptoms consistent with COVID-19 will be asked to seek medical attention and isolate in their bedroom from the time its discovered.

Should you be advised to self-isolate, we will request that you check out immediately and return home. You will be refunded the balance of your stay.

As a family business with wellness at our core, our highest priority is our duty of care to your health, safety, and well-being and that of our team. We have decided that we will re-open as per government guidance only with the full commitment of our team and community to our cores re-opening principals.

These include:

Our Senior Management team will monitor government guidance daily and act quickly to implement changes and train staff accordingly.

A commitment from all our team that if they are for any reason unwell that they will not report for work unless check out by a medical professional. Team members with any symptoms will not attend work or will be sent home to self-isolate and follow government guidelines if symptoms arise while at work.

Completion of individual temperature checks using a non-contact infrared thermometer and questionnaire to confirm that they are not at risk or shielding anyone prior to returning to work or on arrival for work each day. Team members will be encouraged to stagger arrival and departure times and change into uniform upon arrival to work. Individual work areas will be allocated different break times throughout the day.

Continuing to track and review both HSE, Government and Industry Best Practice such as Failte Ireland Standards in the sole interest of you our potential guests and our team.

Fastidious attention to ongoing training in hygiene and sanitation at every level throughout out the day by our team. All team members will be provided with PPE inclusive of; Gloves, Masks and if required screen visors. The wearing of face coverings is mandatory by all our team.

Our suppliers as “approved suppliers” are required to meet stringent supply and contactless delivery requirement’s.

Our chefs will remain focused on serving nutritious and delicious fresh food that is prepared safely.