



Dear Guests,

We are very much looking forward to welcoming you to Rosapenna. We hope that you will have a relaxing and enjoyable stay with us. We want to reassure you of our commitment to ensuring that your stay with us is as safe as possible. The recent lockdown has given our team the opportunity to make sure we apply the most stringent procedures to protect the health, safety and well-being of our guests and employees. Prior to your arrival we would like to share with you some of the procedures we have implemented

### **Health and Safety Measures**

We have assembled a COVID-19 response team who will continuously assess the safety measures that we have put in place. The health and safety of our team members and our guests remain paramount and these measures will continuously evolve to reflect the Government advice and Public Health Guidelines.

### **Prior to arrival**

- We would ask Guests not to travel to the Rosapenna Hotel if they are displaying any symptoms of COVID-19.
- Check-in is now at 4.00pm and departure time is 11.00am due to enhanced cleaning.
- Please advise an estimated time of arrival.
- Please advise preferred time for Breakfast, Dinner and Golf bookings
- Our swimming pool will be opened but the Sauna, Steam room and Whirlpool will remain closed until further notice.
- Our body treatment room will also remain closed.

## On arrival

- Leave all luggage in your car until you have checked in and received your Bedroom Keys
- Please use the hand sanitiser in the front foyer before checking in at reception.
- We ask that all guests walk to the left when moving throughout the Hotel and also maintain social distancing.
- One representative from each arriving group to approach the reception desk to check-in. Please follow all physical distancing measures.
- Due to the extensive cleaning and disinfecting in the Bedrooms all bedroom windows will remain open until the guests enter the room. We have elevated the cleaning of all our guest bedrooms by sanitising each arrival room with one of the most powerful and durable ULV foggers available. This is a professional grade used throughout the HSE and it allows us to disinfect large areas quickly.
- All health and safety measures relating to Restaurant/Bar/Leisure Centre/Pavilion and Golf Courses will be outlined in a document in your room on arrival.
- Please let us know if you would like your room serviced each day or would just like fresh towels and toiletries.
- We would encourage you to use the bathroom in your room rather than the Public washrooms located near the main lounge.
- All customer should ring reception from their bedroom phones in relation to any queries they may have.
- Guest are to charge to room bills or use Card/Contactless payments (No cash if possible)
- No more than two guests should occupy each elevator except where guests are part of the same household