



## **“PEACE OF MIND” FOR OUR GUESTS & STAFF**

Thankfully we have had a busy reopening, after 125 years in business, this year will be one to remember!

We would like to assure you that the safety and comfort of guests, staff and families are of paramount importance to us at Kellys Resort Hotel.

We have set up our own **“Peace of Mind Team”** dedicated to enhanced cleaning and disinfection of the building. Their sole purpose will be to help prevent the spread of coronavirus and ensure your safety during your stay at Kelly’s Resort Hotel.

While we would love to be able to keep things as normal as possible, we will have to make some changes to the way we operate during this time. We want your holiday to be as safe, exciting and memorable as it can be. We think by now everyone is ready for a Kelly’s break!

### **“PEACE OF MIND” SAFETY MEASURES**

#### **NEW ARRIVALS MEASURES**

- ✚ Online check-in and checkout option are being developed for our guests and should be in operation by the end of August. For those who prefer, we will also offer our traditional registration on arrival with appropriate measures and social distance in place.
- ✚ Receipts/invoices for guests will be emailed on departure.
- ✚ Preferred payment options are electronic/credit cards.
- ✚ All guest’s luggage must be stored in your car until your bedroom is ready. Luggage will then be disinfected before it is delivered to your room.
- ✚ Our **“Lobby Ambassador”** will be at the entrance of the hotel to welcome you and answer any questions you may have; they will also provide you with hand sanitation etc. on arrival.

## NEW TECHNOLOGY

- ✚ We have invested in new Electrostatic Spray (E-Spray) Technology which will be used to disinfect all bedrooms prior to your arrival, as well as other areas of the hotel. The cloud of charged particles released completely envelopes surfaces and sanitizes every part of it. The strength of the charged particles is greater than gravity, so they are immediately attracted by the surface and do not fall to the ground.
- ✚ We have implemented a temperature control procedure using automated and thermal imaging technology for guests and staff before entering the hotel.

## SAFETY AND HYGIENE

- ✚ All our staff will receive full training on the implementation and maintenance of our Hygiene and Safety Procedures.
- ✚ Kelly's Resort Hotel has applied for "The Hygiene Assured Certificate" ensuring the highest standard of hygiene is in place in our Hotel.
- ✚ Kellys Resort Hotel is registered with the HSE as a food service establishment and we will continue to work with HSE guidelines and follow best HACCP practices.
- ✚ Hand washing procedure for staff will operate every 30 minutes. This is an alarm clock buzzer system that has been installed in the back of house to signal staff to wash and disinfect hands for at least 20 seconds each time.
- ✚ Hand Sanitizer dispensers are located at all entrances of the Hotel and La Marine. They are also positioned throughout the hotel in all key areas.
- ✚ We have identified common touchpoints in the hotel, which are being disinfected by our peace of mind team hourly - such as, door handles, light switches, key cards, banisters etc.
- ✚ All staff are wearing Visors/Masks.
- ✚ We have introduced a "Non-Touch Policy" for our team where we have replaced a handshake with a "Kelly's Smile".
- ✚ It is the responsibility of each individual to look out for each other and respect each other's safety.

## ACCOMMODATION

- ✚ All linen is laundered in-house in our laundry facility to temperatures above 60 degrees.
- ✚ We have removed all nonessential items such as magazines, decorative pillows etc. from our rooms.
- ✚ Accommodation Services would ask you to inform them if you would like your room serviced by a member of the team on a daily basis. We have created new door cards with "Please service my room" or "Please replace towels", which we would ask you to hang on your door. No member of the team will enter your room unless this sign is placed on your door.
- ✚ A specially designed "Door Seal" will be placed on your door to indicate that your room is fully cleaned and sanitized, ready for you to enter.

## DINING

- ✚ Menus will be presented to you on paper and will have single-use only. Our Dinner menu will also be on display daily from noon.
- ✚ A new extensive Breakfast menu will be served in Beaches Restaurant from 8.30am-11am. Our Breakfast Buffet in the Ivy Room will be served to you, operates from 8.00 am- 10.30 am in the Ivy Room.
- ✚ We will only be offering Half Board Packages going forward. However, there will be Lunch and Snack Menus available daily to purchase in our Ivy Room, new Summer Tent or La Marine Bistro. Lunch and Snack Menus will be available from 12.00 pm to 4.00 pm.
- ✚ Children's Teas will be served from 5.00 pm-6.00 pm from a served buffet area, where guests will be invited to the buffet to maintain social distancing.
- ✚ Dinner in Beaches Restaurant will have 2 sittings, at 6.30 pm and a second sitting at 8.30 pm. To ensure we adhere to social distancing it will be essential that all residents make a dinner reservation on arrival. Dinner bookings of 6 or more can be taken prior.
- ✚ La Marine Bistro is open to non-residents.
- ✚ All Service Staff will be wearing visors/face masks.

## LEISURE/ACTIVITIES

- ✚ **AQUA CLUB:** For your comfort and safety a "Counter System" has been installed at the entrance of this area, this will ensure we maintain correct numbers in the pool at any one time.
- ✚ **SEASPA:** ESPA and Caudalie 1 & 2 hr treatments will be available. Extra measures and precautions have been put in place to ensure your treatment is both a safe and relaxing experience.
- ✚ **ENTERTAINMENT:** We will continue to offer after dinner entertainment – so relax and enjoy our evening entertainment in a new way, Pick your square!
- ✚ **CHILDREN'S ACTIVITIES:** We have an extensive new summer games and activities programme in place to keep the kid entertained, mainly outdoors where possible. All children will be allocated to a Pod System. The activity programmes will be available on arrival.

Thank you for your support over the last few months. We look forward to welcoming you back to Kelly's and will do our utmost to make it the best visit yet!

With very best wishes,

*Bill & Laura*