



PEACE OF MIND FOR GUESTS & STAFF AT KELLY'S

When you choose to stay with us in Kelly's, we welcome you with a firm commitment that your health, safety and wellbeing is our utmost priority. Though some of our offering will be different during this period, we want your holiday to remain exciting and memorable. We think by now everyone is ready for a Kelly's break!

We have always had a robust and comprehensive hygiene and cleaning programme, however over recent months we have added some extra measures to ensure your wellbeing and "peace of mind" during your stay.

Providing a safer environment for our guests is our top priority, but achieving this is a shared responsibility. We would ask you to please join us in our efforts to enhance the safety of our public spaces by complying with our guidelines and procedures. We appreciate your help and understand, and very much look forward to welcoming you to Kelly's.

PEACE OF MIND SAFETY MEASURES

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.

TRAINING

- Approved by Failte Ireland as COVID-19 Safety Charter compliant. Ensuring that all safety and cleaning guidelines are being adhered to and that staff members have completed essential hygiene and safety control training.
- Kelly's Resort Hotel has received the "Hygiene Assured Certificate" ensuring the highest standard of hygiene is in place in our Hotel.
- All our team are required to complete additional COVID 19 and health & safety training prior to returning to work, so that they can execute their roles with confidence.

NEW ARRIVAL MEASURES

- Our "COVID-19 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, temperature check, luggage disinfection etc. on arrival.
- New online check system will be made available to you prior to arrival. Our reception check-in also has enhanced safety measures and social distancing 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. Each piece of luggage will then be disinfected before being carefully delivered to your room.

NEW TECHNOLOGY

- We have invested in new Electrostatic Spray (E-Spray) Technology which are 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, enhancing sanitation of the area.
- We have implemented a temperature control procedure using automated and thermal imaging technology for guests and staff before entering the hotel.

ADDITIONAL SAFETY AND HYGIENE

- In line with government advice, all staff are wearing face coverings. We also encourage guests and diners at the hotel to wear face masks in public areas until you are seated.
- 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.
- Kelly's 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.
- We have introduced a "Non-Touch Policy" for our team where we have replaced a handshake with a friendly smile and hello.
- We firmly believe that 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 not like your room serviced by a member of the team on a daily basis.
- 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

- 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, La Marine Bistro or Garden Tent (during the summer months). Lunch and Snack Menus will be available from 12.00pm to 4.00pm.
- A new extensive Breakfast menu will be served in Beaches Restaurant from the extended times of 8.30am - 11am. Our Breakfast Buffet in the Ivy Room will be served to you from 8.00am - 10.30am in the Ivy Room.
- Children’s Teas will be served from 5.00pm - 6.00pm 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 6.30pm and a second sitting at 8.30pm. 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 to arrival.

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 treatments will be available in line with government guidelines. 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.

CHILDREN’S ACTIVITIES: We have an extensive new 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 programs will be available on arrival.

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

With very best wishes,

Bill & Laura