



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 and safety is our utmost priority. We want your holiday to be exciting and memorable.

We have always had a robust and comprehensive hygiene and cleaning programme, however, over the last two years we introduced a few extra measures, these will remain in place to ensure your wellbeing and "peace of mind" during your stay.

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 is to 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 undergoes regular micro analysis swabbing with The Food Safety Company to ensure cleaning protocols are sufficient.
- All our team are required to complete additional health & safety training prior to returning to work, so that they can execute their roles with confidence.

ARRIVAL MEASURES

- Our online check-in system will be made available to you prior to arrival but you can certainly check in on arrival to the hotel at our front desk.
- Receipts/invoices for guests will be emailed on departure.
- Preferred payment options are electronic/credit cards.
- If you wish arrive early, we advise guests to leave their luggage in their car until your bedroom is ready. When your room is ready, we will carefully assist you in delivering to your room.

TECHNOLOGY

- Our Electrostatic Spray (E-Spray) Technology is 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 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.
- 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.
- 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 door sign will be placed on your door to indicate that your room is fully cleaned and sanitized, ready for you to enter.

DINING

- There will be Lunch and Snack Menus available daily to purchase in our Ivy Room and La Marine Bistro. Lunch and Snack Menus will be available from 12.00 pm to 4.30pm.
- An extensive Breakfast Menu will be served in Beaches Restaurant from the extended times of 8.30am - 11am. Our Sunshine Buffet Breakfast in the Ivy Room will be served to you from 8.00am - 10.30am.
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- Children's Teas will be served from 5.00pm - 6.00pm from a served buffet area.
- Dinner in Beaches Restaurant from 6.00 – 9.00 pm: 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 we will continue with a "Counter System", this will ensure we maintain correct numbers in the pool at any one time.

SEASPA: ESPA and Caudalie treatments will be available. Extra 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.

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 three years. 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,

A handwritten signature in black ink, appearing to read "Gill Kanda". The signature is written in a cursive, flowing style with a long horizontal stroke at the end.