



Dear Guest,

Please read the following changes we have made to our normal operating procedures to stop the spread of COVID – 19.

You must wear a face covering in all areas when not seated – we operate a no mask, no entry policy at the Fitzwilton Hotel!

As Guests, you also need to practice social distancing throughout the hotel. Please be mindful that all our staff must also practice social distancing. Due to this, we have had to reduce the number of staff working together so please be patient with us.

Your Bedroom:

Room Cleaning/Service: Your room **will not be serviced** during your stay **unless** it is specifically requested by you. You will not be allowed to be present in the room whilst our staff members are cleaning/sanitising. Full room servicing is available from 9am – 3pm daily. We have had to remove some items from your room to limit the number of touch points. Extra items can all be delivered to your room by dialling '0' at any time.

Food & Beverage Services:

Breakfast: **You will be required to book a breakfast time on arrival.** We ask that you be punctual in this matter so that we can ensure we can accommodate all our guests for breakfast. We have allocated 60 minutes per booking slot to enjoy your breakfast. The maître d will explain the breakfast room etiquette to you on arrival to the breakfast room. We are not operating room service for breakfast at present.

Lunch/Dinner: No reservation is required. Please wait before being seated and table service will be on offer. Bar menu can be viewed by scanning the QR code on the back of your bedroom door.

Last orders for food are 9:30pm.

Bar Drinks Service:

For drinks, last orders are 11:45pm as all public areas must be cleared by midnight. Your cooperation with this is greatly appreciated. Beverage room service is available thereafter.

Room Service:

Room service for food & beverage is available from 12pm daily by dialling '0'. There will be a room service charge of €5.00 per tray. All room service is pre-pay only. The server will not be able to enter the room.

Room Charging:

We are currently operating a 'Pay As You Go' service in the hotel to make check out more efficient and therefore minimise unnecessary queuing. Guests are not permitted to charge food or drinks to their room at this time (unless previously approved).

Kind Regards,

Geoff Dawson
General Manager