



Dear Guest,

Please read the following changes we have made to our normal operating procedures to stop the spread of COVID – 19 and to provide you and our employees with a safe and healthy environment. As Guests, you still need to practice social distancing throughout the hotel and please be mindful that all our staff must also practice social distancing. This means that we had to reduce the number of staff working so please be patient with us.

You must wear a face covering in all areas when not seated!

Your Bedroom:

For your peace of mind, I wish to advise you that your room has been fully sanitised with hospital grade sanitizer prior to your arrival. After sanitizing is completed, you are the first person to enter the room.

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.

In room items: We have had to remove some items from your room to limit the number of touch points. Extra items such as additional pillows, glasses, tea/coffee, extra toilet paper and towels can all be delivered to your room by dialling '0' at any time.

Food & Beverage Services:

Room Service:

Room service for beverages only is available from 11:30pm. There will be a room service charge of €5.00. The server will not be in a position 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). Tap and go is the preferred method of payment and there is also an ATM machine located off the Met Bar.

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.

Lunch/Dinner: You will be required to wait before being seated. A full table service for food and beverage will be on offer to minimise the amount of movement in the bar area.

To avail of alcoholic beverages, a guest must have had a meal in the bar (at any time in the day – if you had lunch and return that evening for a drink you will be allowed to do so without eating again min spend €9.00 per person). We ask that you adhere to the 105-minute seating rule. Max 6 people per table from 2 households will be permitted.

Government guidelines require all guests to be departed from bar & restaurant facilities by 11:30pm.

Public Bathrooms: Public bathrooms on the ground floor will be open however we do advise our guests to use their bedroom facilities to limit the number of people using the public areas. Thank you in advance for assisting us in providing a safe and healthy environment for you and all our other guests and employees to enjoy.

Kind Regards,

Geoff Dawson
General Manager