



# Westport Hotel Group

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WESTPORT PLAZA  
HOTEL

CASTLECOURT  
HOTEL

WESTPORT COAST  
HOTEL

The health and wellbeing of our customers and staff alike has always been the number one priority at The Westport Hotel Group. Following government guidelines and in line with best practice here are some steps that our team are taking for you our guest and our team. We would like to take this opportunity to thank you for choosing to stay at The Westport Hotel Group. Your experience might be a little bit different but our policies and procedures are in place for the health and wellbeing of all our guests and our teams. We look forward to welcoming you and assure you of our best personal care and attention at all times.

## OVERSEAS VISITOR

We would like to advise all our guests that we are adhering to the Irish Government Guidelines for Covid 19. If you are arriving into Ireland from any overseas country the Irish Government is asking you to restrict your movements for 14 days. Restricting your movements means staying indoors and avoiding contact with other people and social situations as much as possible. **This self isolation should be completed prior to your arrival at our hotel.** We shall be asking our overseas guests to sign a self declaration form, provide supporting proof that they have self isolated/quarantined for 14 days and details of their travel arrangements into Ireland. Please support our decision to protect our staff and customers during Covid 19.

## PREPARATION

While you're packing and getting ready for your journey. Our team here at The Westport Hotel Group is after completing comprehensive training in hygiene and best practices regarding coronavirus. We have hand sanitizing stations installed around the hotels, including all entry/exit points, bathrooms, lobby areas and elevators. We are routinely checking our staff temperature's. Staff will sanitize their hands regularly throughout their working day and sanitize their working spaces every 30 minutes. We have signage in place in our hotel to gently remind you, our guest, to keep practicing social distancing. We advise you to pre book your lunch and dinner prior to your arrival. If you're planning to use our leisure facilities we recommend you book in advance as it is operating at a reduced capacity. All of the above can be pre booked by emailing [reception@castlecourthotel.ie](mailto:reception@castlecourthotel.ie)

## CHECK IN

We will be ready to greet you at 3.30pm. If you require an early check in, please call ahead and we will do our best to accommodate your request. Upon arrival we ask all guests to follow the signs and queue in an organised fashion. We ask only one person per party/family to approach the Reception desk to check in. We have invested in an extra level of precaution at our reception desks - complimentary face masks, gloves and sanitizer are available for you. You will be asked to fill out a registration form. If you are an organiser of a group you can return registration cards for all your party later on that day. Payment will be taken on arrival and we encourage you to pay by card if possible. Our on-line check in will be available in the coming weeks.

## GREEN POLICY

We are not allowed to display any brochures, information folders, fliers, menus or paper pads in our hotels. We will be using laminated menus for our restaurants. You can access hotel information on your room TV. If you require a copy of the dinner menu or hotel brochure please ring Reception by dialing '0'

## YOUR ROOM

All our housekeeping staff have undergone retraining on the latest protocols and best practice standards in relation to PPE, physical distancing and new advanced cleaning techniques. We have received expert advice in relation to our cleaning agents and procedures in conjunction with our partners Hygiene Excellence & Sea Change. All surfaces and furniture will be cleansed and sanitized focusing on hotspots zones. Each room will be fully inspected before being sealed. The seal will break when you enter the room for the first time. This is to assure you that your room has gone through this process. If you do not wish to have your room serviced during your stay with us please place the "Do Not Disturb" sign outside your door. We will replace towels, top up your tea/coffee facilities and empty bins if required. Amenities within rooms have been removed but are available on request. If you require any assistance during your stay please contact our Reception team by dialing '0'.

## DINNER

All our restaurants and bars have been re-arranged in order to meet social distance requirements. Our team of chefs have undergone specific training and are wearing the necessary PPE when preparing your food. We will present laminated menus in our restaurants to make sure they can be sanitised. Alfresco dining is available in our beautiful outdoor areas. Room service will also be available all day.

## BAR

Alcohol can only be served while you are enjoying a meal. In line with current Covid-19 guidelines the Westport Hotel Group have closed their public bars. Guests are only permitted to be served alcohol after ordering a substantial meal in one of our restaurants or hotel bars. We are permitted to continue to serve you through table service once we adhere to social distancing guidelines, We therefore recommend that you book a time and dine in the hotel if you would like to avail of the bar service. However all restaurants and hotel bars serving food must be fully closed by 11pm.

## C CLUB LEISURE CENTRE

Our newly refurbished leisure centre is open with a reduced capacity and we encourage you to book a time before arrival to avoid missing out. We advise you to change in your bedroom to adhere to social distancing in the changing rooms.

## BREAKFAST

You will be asked to book a breakfast slot on check in to allow for social distancing in the dining room. Please remember there's always the option to have breakfast in bed - just pre-order the night before! In the Restaurant your waiter will serve you your cereal, toast and fruit from the buffet, along with your hot breakfast from the kitchen.

## CONTACT-LESS CHECKOUT

We advise you to pay for all meals throughout your stay. Contact-less express checkout will be available to all guests with no additional extras on their bill. All outstanding bills will be settled with the card that has been provided at the time of booking. If you wish to make a payment with a different card or in cash please contact the reception desk in the morning. If you wish to use your loyalty points please contact reception. Your key will be automatically deactivated by 12 noon. A member of our accommodation team will enter the room to start the rigorous cleaning process for the next guest, as we did for you.