

To all our guests,

Whilst there have been many changes over the past few months, here at Knockranny, some things never change. Our goal to provide our guests with long lasting memories of their time spent with us is always to the forefront.

In our preparations to welcome you back to us, or on the occasion of your first visit, we have incorporated all the guideline issued by the Irish Hotel Federation, Failte Ireland, HSE, HSA and FSAI to ensure your peace of mind during your stay. Specifically, we have set up a committee to oversee the implementation of all measures adopted and are actively incorporating these into our procedures. We have always had a very extensive set of protocols around hygiene and food safety and any new procedures will serve to strengthen an already effective regime. In addition, we are proud to have been awarded the Failte Ireland Safety Charter Certificate.

In order to ensure a smooth transition for all, we would kindly request that all our guests follow the government guidelines current at the time of your visit and cooperate with us in the observation of social distancing and protocols relating to personal hygiene. We would also request that any of our guests showing symptoms of COVID-19 would reschedule your visit to Knockranny in order to protect all concerned.

All our staff will be fully trained prior to returning to work in the relevant aspects of dealing with prevention of the spread of COVID-19. Following a review of the guidelines, our procedures and our physical space we will be using screens in some areas and staff will use PPE where required. Upon arrival we request that only one person per room approaches the desk to check-in. It may be a requirement for all guests to have their temperature checked at the check-in stage as a precaution and we would ask that guests understand the reasoning behind this and comply if requested to do so. Where possible please use card payments and bills can be emailed rather than printed if requested. Porterage will be available but only on request.

In order to reduce the amount of contact in the rooms, our accommodation team will service your room every second day on stays of 3 nights or more.

From Tuesday 7<sup>th</sup> December, the following measures will be in place:

Guests 18 years and over will be required to present a valid Covid-19 pass and photo ID to use the following services

- La Fougère Restaurant (Breakfast and dinner)
- The Brehon Bar
- Spa Salveo Thermal suites and Fitness room

Please note that guests attending a wedding are exempt from providing their Covid pass for the day of the wedding **ONLY** and will have to follow these measures while staying the night before and after the wedding.

Guests not in possession of a Covid-19 pass will still be able to enjoy the following services

- In Room dining options
- Standalone spa treatments
- Spa Salveo's Vitality pool

In addition, we will facilitate a maximum of 6 persons aged 13 or over per table. This limit of 6 does not include accompanying children aged 12 or younger. The total combined capacity at a table cannot exceed 15 overall (max. 6 persons aged 13 and over).

Breakfast will be served in La Fougère as before however, all guests must reserve a sitting time the day prior to breakfast. Our cold buffet will be manned by our Restaurant team and guests will have limited direct access. Hot breakfast will be served from the kitchen and we would ask that guests be patient as we adapt to the new service. Spa Salveo's pool, will be available from 7.30am to 7.30pm Monday to Friday and from 8am to 7.30pm Saturday and Sunday for all our residents 18 years and over with a dedicated kids swim time from 9am-1pm Saturdays, Sundays and during school holidays. Our therapists eagerly await to welcome you so they can enhance your stay with our range of relaxing treatments.

Our talented chefs have added some new items to our popular menu in the Brehon Bar and will continue to produce classic dishes in La Fougère. We are particularly looking forward to using as much locally sourced food as possible and have added new vegetarian recipes, some of which are personal favourites of our Head Chef, Seamus Commons. Room service will unfortunately be curtailed, however, we have space for all in our Bar & Restaurant, all guests must make a prior reservation to dine in both La Fougère or the Brehon Bar.

We have been very active during our closure, using the time to complete work around the hotel. As well as carrying out general maintenance, we have repainted all of our bedrooms, introduced new two-bedroom suites, installed a new outdoor seating area for you to enjoy the views and maintained our grounds in readiness for your visit.

### **Overseas Guests**

We would like to advise our guests travelling from overseas that we will be following the current government guidelines on international travel.

From Friday 3 December 2021, anyone travelling to Ireland has to show a negative test for COVID-19.

- **If you are fully vaccinated or recovered from Covid-19**
  - Antigen test: Taken no more than 48 hours before you arrive.
  - RT-PCR test: Taken no more than 72 hours before you arrive
  
- **If you are not vaccinated**
  - RT-PCR test: Taken no more than 72 hours before you arrive

The information above is correct at the time of writing, we advise to check the current guidelines in your country and Ireland at the time of travel.

[Current Government Advice for travelling to Ireland](#)

Unfortunately, Knockranny House Hotel does not provide hotel quarantine facilities. We hope you will support our decision to protect our staff and customers during Covid-19.

We look forward to welcoming you.

Kind regards,

Adrian & Geraldine Noonan