



Dear Guest,

Business as usual is a little different at Macreddin Village

Here are just some of the steps that the Crew at BrookLodge & Macreddin Village are taking to ensure the safety of our Crew and you our Guests. From Check In to Check Out, We've Got You Covered... However in these strange times we also need your help, assistance and understanding.

CHECK IN

We have introduced a slightly later check in time of 4pm, to give our Housekeeping Crew the necessary time to deep clean your bedroom before you enter. If you require an early check in, please call ahead and we will be do our very best to accommodate you.

CONTACTLESS CHECK IN

Whether you choose to reserve your room online from our website using any of your own personal devices laptop/tablet/mobile or directly by calling reservations, we are here to assist you. Our reservations team will send you all the details that are required regarding your contactless check in at Macreddin Village, prior to your arrival with us.

With your assistance, the new check in process will be swift and prompt; ensuring only a verbal interaction with our Front of House Team to confirm your arrival to Macreddin and to provide you with your ultraviolet light sanitised room key cards in a sealed envelope.

To assist us with this:

We ask you to fill out a pre-registration form for all guests in your party and send this back to us before your arrival. This removes the need to physically sign in with a registration form at reception. You will receive your pre-registration form 2 days before arrival, via email.

We ask you to confirm that the credit/debit card that you completed your reservation with us is the card that you wish use regarding payment. This will remove the necessity of physically authorising with a credit card machine when you check in.

The request that we have full contact details for each guest staying with you is significant should the HSE require that they need to contact you within 14 days after departing.

GUEST ROOMS

In your bedroom, we have elevated our rigorous protocols with Eco Lab to thoroughly clean all surfaces with hospital-grade disinfectants. Extra detailed attention using high alcohol grade sanitiser is given to all light switches, door handles, bathroom taps and handles, the room phone and your remote control. We will also be placing disinfecting wipes in each bedroom for your use.

As a result of all hotels in Ireland being closed down last March, BrookLodge & Macreddin Village immediately introduced a new water treatment programme in the Village which involved a weekly sanitising regime of all shower heads and taps including the flushing and running of all water systems on a weekly basis.

In your bedroom you will find a card with the name of your House Keeper and Supervisor that cleaned and inspected your bedroom to our new Covid19 cleaning policy and protocols. A tag will be placed on your bedroom door to confirm that only Housekeeping were last to check your room.

We need your assistance with a brand new paper problem

- Currently we are not allowed to leave paper pads, pens or pencils in your room. However if you wish for paper and pencil just call us...all that we ask for is that you take these home with you when you are leaving your room.
- The fresh rolls of recycled-paper toilet rolls in your bedroom are yours to keep! Our normal recycling stream is not available currently and we don't want to use landfill sites, so please assist and take any unused rolls home with you.
- Your complimentary morning newspapers - please do not leave any used and read copies in the breakfast room or the lounge for other guests to pick up. Take them

home with you or place in the newspaper recycling bin at Reception. All reading material has been removed from our guest's bedrooms for your safety.

We also need your assistance with a brand new bathroom product problem

- We have had to cease our current programme to replace all products in bedrooms with more environmentally friendly dispenser units. Please take home any semi-used single use Damana bathroom product with you so that you can get further use, otherwise all will end up in landfill...not something you or we want.

GUEST AREAS

We have rolled out enhanced technologies including electrostatic sprayers to sanitise surfaces throughout the hotel before dawn every morning and this includes all Receptions, Lounges, Restaurants, Function Rooms and Pool Areas. The small alarm that you will hear in all Guest Areas every fifteen minutes is an extra reminder for our Crew to sanitise their hands. Sanitiser is available for our Guests and Crew at each door and where possible, we will practice a hands-free open door policy throughout Macreddin Village.

THE WATERSIDE LOUNGE

Our tables have been rearranged to give extra space between each table but not losing the comfort of our couches. Each table area is set up for two Guests, if you require extra seating we have one or two areas, where we can organise this for you.

For social distancing reasons there is a maximum number of Guests allowed into the Waterside Lounge at any given time. However we have extra tables in the Game Bar and the Conservatory. We have also set up gazebos over our outside tables for you. A quick chat about your requirements with our Crew and they will find the best available table for you.

There's no need for you or your guests to approach the bar counter for service, just take your table and our Crew will attend to assist with your order.

We have now reintroduced the laminate style menus in the Waterside so they can be sanitised after each use. If you would prefer to have a single-use paper copy of the menu...just ask us. Tables will also be sprayed down and sanitised after each guest. Additionally, a QR Code will also be available upon entry to the Lounge, should you wish to upload it to your smart device.

We request that you charge your drinks/food to your bedroom rather than paying with cash. We have also increased our contactless payment to the maximum currently allowed in Ireland to €50, so if you wish to settle directly with your card by tap and go that is also good.

THE STRAWBERRY TREE RESTAURANT AND LA TAVERNA ARMENTO

Social distancing is at the forefront of our minds with the extra space added between all dining tables in our Restaurants. Each table also now has a separate service table in front of it to provide Guests and Crew with the best parting whilst still being personal.

As with all other areas in Macreddin, tables, countertops etc. in the restaurants will be continually sanitised after use during the evening.

Menus in both restaurants will be provided in a single-use A4 paper format. A QR Code will also be available in each restaurant should you wish to upload it to your smart device. As always, if you wish to take home a full souvenir menu [complete with a new cover] from the Strawberry Tree, we can organise that for you.

Staggered dining times for The Strawberry Tree Restaurant and La Taverna Armento have been rolled out so that social distancing can be adhered to during Dinner time each evening. If you could assist by arriving at your allocated reservation time...that would be great. This will avoid congestion at the entrances to both restaurants. The Strawberry Tree Restaurant & La Taverna Armento will be serving from 5:30pm – 9:30pm. We ask all Guests to charge their bill to their bedroom rather than paying in the restaurants.

BREAKFAST

A number of allocated times for Breakfast will be provided to you prior to check in to ensure The White Room is not a busy place for you in the mornings. Of course, there's always the option to order to your bedroom and enjoy breakfast in bed.

We have had to rethink our help-yourself breakfast buffet tables. A Crew member will now assist and serve you at our breakfast buffet or at your table with a variety of cereals, milks,

juices, smoothies, breads and pastries. Another Crew member will look after you for your main courses, toasts and teas or coffees. Our Macreddin Village Breakfast Buffet is no longer self-service.

We have now reintroduced the laminate style menus in the White Room so they can be sanitised after each use. If you would prefer to have a single-use paper copy of the menu...just ask us.

Guests will be seated at tables well-spaced apart adhering to the guidelines set down.

Tables, countertops, menus will be sanitised after each guest.

THE WELLS SPA THERMAL SUITE & BROOKHALL GEO THERMAL POOL

Of course these areas within the village will be available to you however; we are still awaiting definitive guidelines surrounding procedures to ensure your safety. We will notify all guests prior to arrival of the procedures that have been put in place.

CONTACTLESS CHECK OUT

Your itemised bill will be placed under your bedroom door before 10am on the morning of departure. All you need to do is sign the bill and just place it in the dedicated box at reception when leaving. Our Front Office Team will in turn process the final payment and email you a receipt. Final payment will be debited from the card provided at booking stage.

AROUND THE VILLAGE

A dedicated Crew member will be on duty ensuring all areas in the Village are sanitised on a regular basis. This includes all door handles and surfaces. All our Crew members have received enhanced training and our Macreddin Covid19 cleaning policy.

We will be doing daily temperature checks with our Crew, anyone with a high temperature will be sent home. As always in Macreddin Village any crew member feeling unwell will not be permitted to work.

Sanitiser will be available for our Guests and Crew at each door in the Village

Where possible, we will practise an open-door policy throughout Macreddin Village which will reduce the need for all guests to touch surfaces.

Our crew have a strict policy in place for continuous handwashing and wearing gloves and masks where needed.

During these times, our usual handshakes, hugs and high fives will no longer happen between Crew and Guests and we hope you understand that this is us not being rude but being conscious about your wellbeing.

Business as usual is going to be a little different at Macreddin, but this will only be for a while. We just want you to understand this and assist us with our efforts to protect everyone. Restaurant dining times might be limited, the welcome conversation at Reception may be shorter than normal and you may have to wait a little longer to gain access to your bedroom but your stay with us will still be memorable and above all else safe. We've Got You Covered.

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