

Cromore Halt - COVID -19 Policy

To ensure comfort and health of all our guests and team members, all operating procedures throughout the Property have been reviewed and reworked, to ensure a safe service experience whilst adhering to social distancing and increased hygiene measures for staff and customers alike.

Below are some of the many steps we have taken:-

Arrival

- Hand sanitising stations will be located at the main entrance and throughout the building
- Check in procedures adjusted to ensure minimal time is spent at the Front Desk.
- Sneeze guards erected at front desk
- Appropriate social distancing rules are maintained throughout the building
- Guest lifts will be available to use for a maximum of two people or one family group at any one time and will be frequently sanitised.

Hotel Bedrooms & Public Area Cleanliness

- Housekeeping procedures have been reviewed, introducing a new cleaning standards and Hygiene practices.
- There will be a visible increase in the frequency of our cleaning cycle including regular disinfection measures at all “touch points” along the guest’s journey.
- For added peace of mind, considerable investment has taken place, with the introduction of an anti-mist machines with antiviral disinfectant, as an effective and safe disinfection system, on both surfaces and air in bedrooms. This is a safe, natural, and chemical-free process.
- Laundry procedures are in line with government guidance around infection control and washed at over 60 degrees.

Food & Beverage Offerings

- Our Menus and service offerings have been adjusted to allow to provide our finest quality produce in a safe manner.
- Revised food handling and serving procedures with frequent hand washing and sanitising facilities in all our Bistro and Restaurant.
- We respectfully encouraging guests to use credit card and contactless electronic payment.

Departure

- Express Checkout service will be available enabling a key drop system. A final receipt will be emailed to you.

Our Team

- We have invested in all relevant PPE Equipment required.
- Our Team will be retrained on the latest protocols and have completed CPL Learning certificates on Covid-19 prevention.

- At all times, our staff will be protected with PPE and adhere to an increased hand washing and sanitising policy. Sanitising Stations will be available to ensure you are safe and comfortable during their stay with us.

We will continue to monitor and update our COVID-19 Policy in line with renewed Government Guidance and best practice throughout our Industry.