


MANOR WEST HOTEL
★★★★
WELCOME

YOUR GUEST JOURNEY

Thank you for your reservation at our family run hotel. We very much appreciate you choosing to book with us and I hope that you will have a very enjoyable stay. Please take a few moments to familiarise yourself with the following guest information and please contact us before you arrive if we can assist further.

ARRIVAL & CHECK -IN

- Sanitiser is available inside the hotel lobby and in the lift lobby at the underground car park and throughout the hotel, please utilise this regularly during your stay.
- Our front desk team will welcome you and explain all details for a wonderful stay.
- Keys will be sanitised and placed on the counter for you when you check in.
- Follow our signage to the guest elevators where no more than 2 guests (unless from the same travel party) should travel in the elevator at any time.

YOUR BEDROOM

- We have taken great care and time to make sure that your bedroom has been thoroughly cleaned and sanitised in advance of your arrival.
- When you reach your bedroom, the door will be sealed with a sticker to indicate that no-one has entered your room since it has been sanitised, break this seal and enter your room.
- Your bedroom window will be open on arrival and I ask that you please leave your window open when vacating your bedroom for our staff safety.
- Government guidelines for cleaning and sanitising guest bedrooms will be adhered to and frequently touched areas will be thoroughly disinfected during your stay.
- Housekeeping service will be once per day and your bedroom must be vacated during this time. Please hang the 'Please Clean' sign on your door. Alternatively, you can communicate with our accommodation team via the front desk if you require extra items or if you would prefer not to have your bedroom serviced.
- We will continue to offer in-room tea/coffee facilities but with single use disposable cups for your safety. The guest information folder has been removed from your bedroom but the information is available on the television.
- Our accommodation team will wear the recommended PPE in line with guidelines

DINING INFORMATION.

BREAKFAST AT SEASALT 7AM-10AM DAILY

- Restaurant tables will be adequately spaced apart and the number of guests will be reduced in line with safety protocols. You will be met by a member of the team who will escort you to your table and your order will be taken for hot and cold dishes.
- All restaurant tables will be sanitised after each individual sitting and our menus are laminated to allow for sanitising after each use.
- In-room dining will be conducted with minimal contact and all food is covered throughout transit.
- Breakfast is served from 7am daily, it is advisable to book your preferred time to ensure availability, there are slots available every 30 mins from 7am until 9.30am. You can book this in advance by calling or emailing us or you can talk to the front desk on arrival.

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ALL DAY DINING

- SeaSalt offers brunch and lunch options until 3pm – no booking required.
- All day dining is available in our Bar & Bistro from 12noon to 9pm – Booking is advised but not essential. Alcohol will only be served in line with Government guidelines.
- If you are taking the day to explore and would like to bring a packed lunch with you, please contact my colleagues at the front desk and lunches can be designed for your requirements

LEISURE CLUB & SWIMMING POOL

- The swimming pool and gym are open. The hot tub is also open with social distancing, but the sauna and steam room are closed.
- Residents only hours are 10am-12noon and 4pm-6pm. The number of guests in the Leisure Club & Swimming Pool will be controlled for your safety. Should you wish to book a preferred slot for the pool, you can call or email us in advance of your arrival or alternatively you can speak with the leisure reception desk on your arrival.
- Residents must maintain a 2m physical distance except in the instance of being from the same family. Considerations should be made to ensure limited time is taken in changing areas especially during the changeover of users to maintain social distancing & allow optimum sanitisation.
- We recommend using your guestroom for changing into your swim and gym gear, however you may use the changing facilities if you wish.
- Residents using changing facilities must use lockers to contain their personal belongings and return the keys provided - €1 coin return system is in place.
- All Government & WHO guidelines are used for the cleaning and sanitising of all pool areas and all high touch points will be repeatedly and robustly sanitised including arm bands etc

OUR FAMILY PLAYROOM ... "THE DEN"

- We are delighted to confirm that our playroom for smaller residents, The Den, will open to our residents. It operates on a pre-booked time slot basis to allow for cleaning intervals between bookings. Time slots are limited so booking is advised to avoid disappointment, they can be booked prior to arrival or on check in and are subject to availability.

DEPARTURE

- On the day of your departure, please open the window in your room.
- We can email you your final account on the morning of departure and any outstanding payment will be processed contactless at the front desk.

We eagerly await your visit to Manor West Hotel and we wish you a very enjoyable stay with us.

Warmest wishes

Ruth O'Sullivan

Ruth O'Sullivan - General Manager.

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