



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

- 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.

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.

Manor West Hotel & Leisure Club, Tralee, Co. Kerry V92YC59