



# Dingle Beniners Hotel

## Rest Assured Programme

December 7th 2021

We are delighted to be fully open by reservation only and to hotel residents. We have updated our safety procedures in line with all current guidelines from the Government, Fáilte Ireland and the IHF to ensure we continue with the highest of safety standards here at the hotel.

Our welcome remains the same and our commitment to you to ensure that you enjoy a visit with the highest of standards and hospitality is our priority.

We appreciate your cooperation while here to ensure that each and every visitor to the hotel as well as our team, enjoy a safe, comfortable environment.

To ensure compliance with all updated government guidelines, we will request a valid EU Digital Covid Certificate with corresponding ID, from all hotel residents over the age of 18 on check in to the hotel. This is to ensure that you can access our dining and bar facilities with ease.

If you are not a resident we ask that you have your EU Digital Covid certificate ready to present on arrival when requested.

We ask that you please continue to wear a face covering unless seated at a table for dining or drinks and that you continue to respect social distancing and observe hand hygiene with use of our hand sanitising stations throughout the hotel.

Thank you for your continued co operation.

We look forward to welcoming you to Dingle Beniners Hotel.

*John Foley*

John Foley  
General Manager



## Your Arrival

We kindly ask that all guests over the age of 18 have their EU Digital Covid Certificate and corresponding ID ready to present on arrival. Face coverings are required by all guests unless seated at a table for dining.

There are visible hand sanitising stations at the entrance to the hotel. All brochures and information leaflets have been removed from our public areas. Porterage is available upon request and we are unable to offer luggage storage facilities.

## Check In and Check Out

Hand sanitising stations are available on arrival to the hotel and we ask that you please observe social distancing while in the hotel and children are supervised at all times. We have installed a safety screen at reception and our reception area will be clearly marked out with signage. We ask that only one member of your group to approach the front desk at a time.

We will require pre authorisation of the card you will be using to settle your bill. Credit Card terminals will be sanitised after each transaction. **We will ask you on arrival to reserve your breakfast time with us.**

In order to ensure social distancing, guests are advised to settle their account on the evening before they depart. Check out process has also slightly changed, if you have not paid for your stay on check in, we ask that one member of your group approach the desk and we will process your check out. We have a return key box at reception if you have already paid for your stay. We will gladly email your room receipt to you on request.

## During Your Stay

A selection of items will be removed from our guest rooms during this time. There will be disposable individually wrapped glasses and individually packaged cups with tea and coffee facilities in your guest room.

To ensure our guest and staff safety and to limit the times that we enter your room, we are altering the number of times we service your guestroom. If staying 3 nights or more your room will be serviced at least once during your stay.

Our accommodation team have been allocated more time to deep clean our rooms after departure and to ensure that all of our strict guidelines are adhered to. Staff will wear appropriate PPE at all times during cleaning of our guest rooms. The rooms will be ventilated during servicing. Disinfectant sprays and wipes will be used to clean all hard surfaces including telephones, remote controls and switches.

All of our towels are washed at 60-90 degrees. Our linen company return our linen packed and laundered to a very high standard. Accommodation trolleys will be disinfected regularly and limited to use by team members per shift. Our Accommodation manager/supervisor will then recheck each guest room after deep cleaning.



## Lifts and Public Areas

During your stay we ask that you only use the lift with members of your own group. The lift buttons will be sanitised regularly during the day. There is also a sanitising station in the lift for your use. Please observe social distancing and hand and respiratory hygiene during your stay. We have dedicated staff to wipe down all touch points in all public areas throughout the day.

## Food and Beverage Services

We are operating a full reservation service for our dining here at the hotel to ensure contact tracing. If you are not a resident of the hotel we ask that in advance you have your EU Digital Covid Certificate ready to present on arrival when requested. **While staying with us, reservations are now required for all dining options including breakfast.** Our menus are also available on our website.

Breakfast is served in “Beniners on the Lane” between 8am and 10am and is only available by reservation. You will be allocated a 45 minute time slot.

We have reconfigured our seating to allow for social distancing between tables and offer a full table service for dining and drinks. Please continue to wear a face covering at all times unless seated at a table for dining or drinks. The maximum number of adults at a table is 6, or 15 if combined with children aged 12 or younger. There are sanitising stations at the entrance to all of our dining areas and we request that you please use them on your visit to the hotel. We encourage contactless payment where possible.

Due to updated guidelines, our bar service, including room service of alcohol, will now finish at 11.30pm each night.

## Dingle Town

During your visit to Dingle many businesses are operating on a reservation basis so we encourage you to plan your trips, visits to attractions, drinks and dining in advance. Visit [www.dingle-peninsula.ie](http://www.dingle-peninsula.ie) for a full list of things to do during your stay or ask a member of our team who will be more than happy to assist you.

Thank you for your support and assistance on ensuring  
the highest of safety standards here at the hotel while you visit.

We look forward to welcoming you.



Dingle Beniners Hotel, Main St., Dingle, Co. Kerry  
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