



## Rest Assured Programme

We look forward to welcoming you to stay with us and our commitment to the health and safety of our team and to you our guests will see a number of changes within the hotel.

We have created and are implementing our new **Rest Assured programme**, created to the highest of best practice standards and under the guidance of the Government, HSE, Fáilte Ireland and the Irish Hotel Federation.

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

If you are displaying any symptoms within the past 14 days or have been in contact with a confirmed case within the past 14 days, we ask that you please do not visit the hotel.

If you are travelling from outside the EU, England, Scotland and Wales, you will be asked to sign confirmation that you have adhered to the current government guidelines for 14 days after your arrival to the country. If you are travelling from within the EU, England, Scotland and Wales, a new EU coordinated approach to travel restrictions is in place. Please visit [www.ecdc.europa.eu](http://www.ecdc.europa.eu) for details on this new traffic light system. In line with the EU traffic lights approach, the request to restrict movements does not apply to travellers from green regions, or those arriving from Northern Ireland. Currently, all passengers entering Ireland from orange, red, and grey regions are requested to restrict their movements for 14 days. There are certain categories which are exempt - all details are available on [www.gov.ie](http://www.gov.ie)

Please take your time to read our guidelines and if you have any queries at all please feel free to contact our reservation team on [reservations@dinglebeniners.com](mailto:reservations@dinglebeniners.com)

By confirming your reservation you accept and agree to our set of guidelines.

**We look forward to welcoming you to Dingle Beniners Hotel.**

*John Foley*

John Foley  
General Manager



## Your Arrival

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

**Face coverings are required by all hotel guests unless seated at a table for dining.**

## 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 a prepayment or 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. This includes throws, cushions, pens and guest room directories. 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. **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 “Benners 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 will be offering table service only for food and beverage. There are sanitising stations at the entrance to all of our dining areas and we request that you please use them during your time at the hotel and observe social distancing. Our menus are also available on our website if you would prefer to view on your mobile device. All guests will be required to have vacated our bar and restaurant facilities by 11.30pm. The maximum number of people permitted at a table is 6, and a time limit of 105 minutes applies to all tables. We encourage contactless payment and room charging where possible.

**Under current guidelines, service of alcohol, including room service of alcohol, will finish at 11.00pm each night.**

## New Years Eve

Health and safety is a priority to all this year and due to current guidelines, New Years Eve will be a different experience here in Dingle. Bar service, including room service of alcohol, will also finish at 11pm. To adhere to all guidelines, live music is not permitted in the hotel on any night, including New Years Eve. The usual New Year festivities in Dingle, including the annual fireworks display unfortunately will not go ahead this year.

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 Benners Hotel, Main St., Dingle, Co. Kerry  
T: 066 915 1638 | [www.dinglebenners.com](http://www.dinglebenners.com)

