



Guest Accommodation

We have adopted the principle, **'your bedroom is your bubble'** for your stay. This is to protect you and our colleagues.

What does it involve?

We carry out enhanced cleaning when a guest bedroom is vacated, using commercial grade cleaning products. The room is then signed off and secured for your arrival. If you are staying longer than one night, you are given the option at check-in of not having your room serviced during your stay; having a towel service only; or having a full service.

If there is a maintenance issue in your room, we will ask you to leave the room whilst we deal with it. These measures will minimise or avoid staff intrusions into your accommodation 'bubble'.

What's different?

To minimise risk we have removed guest directories and non-essential soft furnishings from guest rooms. The hospitality tray is furnished with single use items.



Hand Sanitiser Points

Are located at the reception and tea room/ bistro entrances, reception desk, all lift lobbies and at the entrances to all dining areas. Please use frequently and freely.



Face Coverings

Guests are asked to wear face coverings when moving around communal areas inside the Hotel. There is no need to wear face coverings in your room or when seated at reception or in a dining area. If you haven't brought your own, disposable masks are available from Reception for £1.



Single use flyer – please dispose of this carefully



Welcome to Magherabuoy House

(effective 24 September 2020)

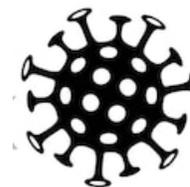
As a result of the Covid-19 pandemic, and in the interests of your safety as well as that of our colleagues and wider society, we have made changes to how we do things and to some of the services we provide. Many adjustments are based on government regulations which we are obliged to adhere to, as are our customers. This guide is intended to help you understand your responsibilities when staying at or visiting the Hotel.

You will see Perspex screens as well as social distancing wall signage and floor markings around the Hotel. Cleaning activities have been enhanced and staff are wearing PPE. We hope the measures we have taken won't impose too much on your enjoyment of your stay, but as we want to protect health and wellbeing we ask for your understanding and patience with our staff as they work within this challenging and ever-changing environment.

If you have any concerns or questions please ask a member of our team and they will be glad to help, or visit our website using the QR code and the camera on your smartphone.



If you need to contact Reception during your stay, dial **710** from your bedroom phone



COVID Symptoms?

If you have Covid symptoms, contact reservations and we will reschedule your stay. If you develop Covid symptoms whilst at the Hotel, please stay in your bedroom & call '710'.



Service of Food

Hotel restaurants are permitted to operate **subject to the implementation of social distancing** (2m, or where this can't be achieved, 1m with other mitigations).

How is Breakfast service affected?

Breakfast service hours are 7am-10am Mon-Sat & 8am-10am Sun.

To avoid queues and waiting times we are asking guests to book a breakfast time with Reception. We will give you your preferred time where possible. At breakfast we will seat you at your table and take your order. All of your breakfast order will be served to you to avoid queues and contamination.

What's new with Leona's Tea Room?

To enable greater social distancing, we have relocated Leona's Tea Room & Bakery to the Bistro area of the Hotel. Leona's service hours are 10am-4pm Mon-Sat.

Is the Bistro open?

Dawson's Bistro is open every day from 4pm, and from 12.30pm on Sundays when we serve traditional roast meals. Our £15 two-course Tea Time menu is served every day from 4pm-6pm.

Do I need to book a table?

We will accommodate a walk-up if we can, but preference will of course be given to pre-bookings. Pre-booking can avoid waiting.

What size of group can dine together?

A maximum of six people from any two households can be seated at a table; children under 12 are discounted from the total. More than six are permitted if they all belong to the same household.



Test, Trace, Protect

We are asking all customers for their contact details, including unbooked walk-ups for our tea room & bistro. These are kept securely and deleted after 21 days.



Service of Alcohol

The sale of alcohol **indoors is restricted to table service only**; there is no standing or service provided at the bar.

Why have the rules changed?

The Northern Ireland Executive permitted the reopening of hospitality businesses in July, subject to certain conditions. These have been amended since then.

Where and when can I have an alcoholic drink?

You can have an alcoholic drink indoors when seated at a table in the Tea Room / Bistro, Griffin Room, Gin Lounge, Reception Foyer and on the outside terrace. You can't drink or get service at the bar
Alcohol is served noon – 10pm daily.

What other rules apply?

Customers **must remain seated** once in the premises, apart from when using the facilities or making payment

Dancing is prohibited

A **maximum of six** people from any two households can be seated at a table; children under 12 are discounted from the total.
The number of patrons allowed into areas where alcohol is consumed is limited, and the **numbers permitted are displayed** in each area.

Are the rules different for Hotel Residents?

The rules governing service of alcohol apply to everyone.



Means of Payment

We prefer payment by card, and using contactless for transactions less than £45. However we continue to accept cash where electronic payment isn't possible.