

The Great Hall, Dollarbeg Castle – Covid-19 guidance for guests

There is nothing more important to us than the health & well-being of both our guests and our housekeeping staff and as we all adjust to “the new normal” of opening businesses we would like to bring to your attention some modifications we have made:

Covid-19 related guidance – what we are doing to help protect you and our housekeeping staff:

- 1) Ever since we began preparing for our business to safely re-open we have embraced both government and industry advice. We are proud to say that, having completed all steps deemed necessary, we have now been accredited to be able to use the logo below as part of the “We’re Good To Go” initiative from the Great Britain and Northern Ireland Tourist Organisations



- 2) Once cleaned, the entire apartment, including all soft furnishings, are disinfected using a commercial “fogging machine” and virucidal disinfectant – this is rated to kill 99.999% of viruses and bacteria within 1 minute
- 3) All “high touch” items are separately and individually disinfected
- 4) We are providing both sanitising hand gel at front entrance for you and additional virucidal disinfectant for your use during your stay – please leave behind anything unused on your departure
- 5) Items that cannot be easily disinfected including crockery, cutlery, cookware, books, games, etc. have been “thinned out” to provide one set in quarantine while the other set are in use – these are swapped around between every set of guests, so the house is equipped for you with items that have been in quarantine for a minimum of 72 hours before you use them
- 6) We will not be doing “meet & greets” for our guests, but both Housekeeper (Julie) and the owners (Andrew & Karen) are always available to you; our telephone numbers are below in the “how you can help us” section of this email

Covid-19 related guidance – how you can help us during your stay:

- 1) When you first arrive in the apartment please contact our Housekeeper, Julie (07340 691946) to advise her you have arrived safely and ask any questions you may have
- 2) Please read the information folder, which contains much useful information to help you make the most of your stay
- 3) Use the hand sanitiser provided each time you enter the apartment
- 4) If at any time during your stay any member of your party feels unwell, or exhibits Covid-19 symptoms, please Contact NHS Direct on 111 to get advice and also promptly contact the owners (Andrew: 07413 046 883 or Karen: 07516 798 094) so we can agree the best way forward together
- 5) At the end of your stay, strip all beds of linen (but leave the pillow and mattress protectors on please) and put them, along with all towels, bath mats and kitchen cloths, oven mitts etc in the linen bags provided (they are stored in the dressing room in the master bedroom) and leave the full bags in the entrance hall
- 6) Remove all rubbish from bathrooms, bedrooms and kitchen bins and place in the appropriate wheelie bin outside by the carpark (Green lidded bin is for non-recyclable rubbish / blue lidded is recyclable). Glass items go into the plastic boxes in the wheelie bin enclosure
- 7) Put on the dishwasher before you leave to clean any remaining crockery, cups and glasses
- 8) Before you leave, open some windows (ideally 2 windows in the Great Hall itself, one window in the master bedroom and the downstairs bathroom window) to air the house and provide a free-flow of air for when the cleaners arrive
- 9) Departure time is 9AM prompt please on your final day – this allows us the time needed to properly clean and disinfect the property for the next set of guests

If you have any questions or concerns, please do not hesitate to contact us, either by telephone or email at:

enquiry@dollarbegcastle.com