



ASHFORD CASTLE

HOTEL & COUNTRY ESTATE
EXCELLENCE SINCE 1298



YOUR WELLBEING IS OUR PRIORITY

Dear guest,

In response to COVID-19 Ashford Castle has prioritised the safety of our team and guests during this challenging time.

Adhering to government protocols, we re-opened Ashford Castle on 2nd July, and have been delighted to welcome guests back to the estate.

We are part of a family-run company that has been in the hospitality business for over 100 years, and evolving practices to keep pace with the world around us have been key to our success. The well-being of our guests and team continues to be our primary concern.

While stringent safety and sanitation procedures have always been a priority at Ashford Castle, we understand now it's imperative for us to take extraordinary measures to stay healthy and respond to new requirements and expectations.

I would therefore like to share with you the enhanced measures we have put in place to ensure your safety and comfort.

Niall Rochford
General Manager

GENERAL OVERVIEW

- All Ashford Castle team members are temperature checked in line with public health advice.
- Ashford Castle has developed a COVID19 programme to train our teams on best practices in relation to COVID19 and operational enhancements including the use of appropriate PPE.
- We have strategically located a number of contactless sanitising stations in the public areas of the Hotel for your use.
- Signage is in operation throughout the hotel to remind our guests to practice social distancing of 2m.

GUEST SERVICES

- We have a dedicated team of guest services executives committed to enhancing your stay. They will be in contact prior to arrival to ensure your stay is personalised to your specific needs including all dining activity and spa reservations.
- Upon arrival, our guest services team will phone to your room to reconfirm your schedule and make any necessary changes.

FRONT OFFICE

- We will have a COVID Welcome Pack available for all guests on check in, to include: 2 x face masks, 2 x gloves, 2 x sanitising wipes, 1 x information leaflet.
- Perspex has been erected at the check-in/out desks to ensure where social distancing cannot be met that a safe measure is in operation.
- Stanchions are in use to indicate 2m distancing.
- Should you require that no staff member should enter your room during your stay, a “do not enter” sign can be put outside your door and this will be communicated to all departments.

HOUSEKEEPING

- Our housekeeping team have carried out extensive training in regards to enhanced cleaning and disinfection procedures for COVID19, the use of PPE, and social distancing.
- All brochures and print publications have been removed and are available on press reader or at your request.
- Bedspreads, cushions and extra pillows have been removed and are available on request.
- The mini bar is available by calling our ‘In Room’ dining team on 6020.

RESTAURANTS & BARS

- All food & beverage areas have been reconfigured to allow for social distancing in accordance with government, and WHO guidelines.
- Social distancing will be in operation.
- Reservations are required for breakfast and all dining experiences.
- There is enhanced cleaning and sanitisation in operation.
- All snacks and food will be served as individual portions.
- Straws will be single use and wrapped.
- Single use menus are available or alternatively a QR code to access menus on a smart device.

SPA

- Again, ensuring safety and comfort of our guests – all Spa services should be pre – booked.