

Dear Guest,

we are delighted to share the news that Ballycommane House has re-opened.

### **What we are doing**

At Ballycommane House, we are entirely focused on the experience of our guests and our priority, always, is your health and safety. Now, more than ever, we are focused on the health and safety of both our guests and ourselves as your hosts, without compromising the quality of your experience when you stay with us.

Here at Ballycommane House we have taken precautionary measures to ensure your wellbeing, along with that of your fellow travellers. We have heightened our already stringent practices around food handling, sanitisation, disinfection, and cleaning, plus specific measures in accordance with the HSE and the Department of Health.

### **What you can do**

If you are showing symptoms of COVID-19, or if you have returned from overseas less than 14 days prior to check-in, we respectfully request that you do not visit Ballycommane.

While we aim at minimising contact, we will come and say hello from a safe distance at the car park or at the main entrance. We would love to welcome you all back properly with a handshake or hug, but for now, we must not!

There is a sanitisation station at the main entrance of the house (B&B) and we request that all guests sanitise their hands on arrival. Please respect the government guidelines regarding respiratory hygiene and social distancing practices.

We ask that you maintain social distancing from other guests at all times.

### **Our breakfast room**

We will strictly adhere to the government guidelines on social distancing and tables will be spaced accordingly. Our breakfast room will be fully sanitised each day and touchpoints will be sanitised twice daily. There will no longer be self-service for breakfast, instead we take your order the previous evening and you will be served at your table for safety. We have introduced breakfast times to avoid too many guests gathering at the same time in the breakfast room. The breakfast can be enjoyed at ease.

### **General information**

Useful information will be available in digital format or on laminated sheets. Payments can be as contactless as possible. Accommodation bills will be emailed rather than printed.

### **Our guest rooms**

Guest rooms will be fully cleaned and sanitised between guest departure/arrival. In order to facilitate this, our check out time is 11 am sharp and early check-in before 4pm will not be possible. If you stay longer than one night, we won't clean the room to minimise the risk of infection. Because of HSE and Failte Ireland recommendations, we reduced or eliminated all kinds of soft furniture and decoration. If there is anything missing, please let us know during your stay.

We are doing everything we can to provide a safe, seamless, and ultimately enjoyable experience when you visit Ballycommane House. Thank you for your understanding and cooperation. We promise to do our utmost to ensure that the spirit of Ballycommane

House is not lost while we operate under these temporary restrictions.

Until then, we send our very best wishes from beautiful West Cork.

Andy & Ingolf