

Wellness Statement

You may notice a few changes when you arrive to Dunboyne Castle Hotel & Spa. These adjustments have been made to ensure a safe and comfortable experience for our guests and team. Please read our new guest wellbeing statement to learn more about our efforts and what to expect during your stay.

Please review information about some changes you can expect when you arrive and during your stay at the hotel.

General Property Information

- The property has been deep cleaned and sanitised. We are maintaining a cleaning schedule with multiple sanitations daily, with a particular focus on those high touch points, to ensure safe and comfortable environments for our guests and team.
- Hand sanitiser stations are located throughout the property, and we have added hand sanitising wipes / anti bacterial hand soap to each room for guests' personal use.
- Discrete screening has been placed at the Hotel Reception Desk and Spa Reception Desk.
- Disposable masks are available upon request from the Reception Desk.
- The health of our team members is being carefully monitored and managed. Prior to returning to work every team member will undergo a questionnaire which will allow the hotel adequately address any issues that may give rise for concern. Everybody will be temperature checked on arrival to work daily.

Arrival and Departures

- Arrivals will be spaced out to allow for individualised guest check-in. You will receive a pre-arrival email to gather information in order to facilitate an expedited check-in process and reduce contact with our Reception Team. The Guest Services team may be reached by phone at any time for additional assistance.
- Guests will receive a final bill via their in-room television and email prior to departure to facilitate an expedited check-out process.

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Housekeeping

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering options for Housekeeping services:

- Housekeeping Daily Service: The classic Dunboyne Castle standard, for those guests who prefer a daily make up service.
- Housekeeping Limited Service: Our team will access your room once daily to empty your bins and restock your amenities.
- Housekeeping Stock Up Service: We understand some of you may not want to share your space with others once you arrive, so we will stock up your room appropriately for your entire stay. Any additional requests can be serviced by the Guest Services Team with prior arrangement.
- The Housekeeping team will be wearing the appropriate PPE when entering your room

Dining

• To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for two meters between tables. Guests will be seated at every other table for tables that cannot be moved, to ensure proper spacing.

- While we are always diligent in maintaining the highest cleaning & sanitation procedures, surfaces will be sanitised with increased regularity with management oversight.
- An a la carte and serviced buffet breakfast service will be offered in The Ivy Restaurant
- Advisory signage and hand sanitiser will be placed throughout the property
- Reservations will be managed to ensure staggered arrival times
- The food and beverage team will be hand sanitising between each table service interaction
- Dunboyne Castle will be utilising its ample outdoor space to facilitate outdoor dining, where possible

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Seoid Spa

- Seoid Spa has implemented all the operating procedures based on the guidelines provided by Failte Ireland, Health Service Executive (HSE) and the Health & Safety Authority (HSA)
- Seoid therapists will be temperature checked daily and will be wearing the appropriate PPE
- The Hydrotherapy Pool is open for guests of Seoid which have pre-booked. The rest of the Thermal Area will remain closed
- The timing of our guest's journey through the spa has been staggered to ensure minimum contact with others and the maximum sanitation time for our spa cleaning team
- A pre-arrival questionnaire will be sent to all guests in advance of their treatments to ensure all the necessary guidelines are clearly communicated and any queries can be dealt with adequately
- Gym access will be monitored by the Spa Reception and must be booked in advance