



FERNHILL HOUSE
HOTEL & GARDENS
EXCEPTIONAL SINCE 1826

Fernhill House Hotel & Gardens Operations Information

Fernhill will reopen for food and accommodation reservations on the 29th of June 2020, booking will be essential. Please contact us for more information.

As a family run hotel, in keeping with our core values, our primary focus is the health and wellbeing of our guests and colleagues. When you are ready to travel again it will be our pleasure to take care of you in our safe haven.

Please note the following information. These are the measurements we will have in place for the safety of our guests and colleagues.

Our team

- Will maintain social distancing at all times
- Will have completed good practice training prior to opening
- Will wash their hands as frequently as possible
- Will socially distance from each other at all times
- Will temperature check at the start and end of their working day
- Will declare they are free from illness prior to returning to work
- Will use individual service cloths, biros and order sheets

Guests staying with us

- We will operate the hotel based on government directives and guidelines
- All guests must socially distance from staff and other guests at all times
- Guests must not visit Fernhill if they are showing any sign or symptoms of COVID 19
- Guests will be asked to use card payment for payment where possible
- Breakfast will be served in bed complimentary, or served to the table in our restaurant

Cleaning of our Bedrooms

- All bedrooms and bathrooms will be deep cleaned daily, in particular any high touch points
- All door handles and doors will be sanitised daily
- All linen and towels will be washed with additional bacterial cleaning agents, and to the necessary temperature which is 70 degrees
- All bedrooms will be sprayed with sanitiser after cleaning
- Non-essential items such as cushions, throws and guest directories will be removed temporarily from the rooms

Our Public Areas

- One-way system will be in operation
- Social distancing signage will be displayed throughout the hotel
- Screens will be fitted on counters throughout the hotel
- Hand sanitiser will be available in various points throughout the property
- We will have added soap options in our public toilets
- Our management team will check all public areas throughout the day
- All public areas will be deep cleaned on a daily basis
- All door handles and handrails will be sanitised regularly
- All public areas will be routinely (at regular intervals) be sprayed with sanitiser

Food and Drink Service

- From 29th June we will be open for food service daily, booking essential
- Table numbers will be limited to a max of 6 per table
- Tables will be distanced from each other
- All service will be done based on table service
- We can sell drinks (including alcohol) but it is only permitted with the consumption of food
- Tables will be cleaned and sanitised after use

Corporate Booking

- Meeting rooms will be deep cleaned prior and post each meeting
- Any food and beverages will be individually plated
- Tea and coffee will be poured by a member of staff
- Meeting room floor plans will adhere to social distancing
- All attendees will receive their own individual bottle of water on arrival

We are working in a unique situation. We are monitoring and implementing all government directives. We are constantly reviewing our operations to ensure that the safety of our guests and colleagues is our number one focus. We look forward to welcoming you to Fernhill House Hotel & Gardens

Neil O'Neill
Operations Manager