

Check-in time is from 3 pm onwards, reservations cannot be checked-in before this time due to the enhanced sanitation 'fogging' of all our bedrooms. Check-out time is 12pm.

Our Palace Bar & Restaurant is open from 12.30 pm - 8.00 pm and offers an extensive A La Carte menu with a wide selection of dishes to suit all tastes as well as daily specials and Table d'hôte menus.

Breakfast is served from 8.00 am - 11.00 am. Bookings for dinner and breakfast will need to be made in advance to ensure all guests and staff can comply with safe social distancing measures.

To provide a safe environment for both staff and guests during this COVID crisis, we no longer provide a daily housekeeping service in our guest bedrooms for guests staying more than 1 night. Should you not want your room serviced throughout your stay please place the " DO NOT DISTURB " sign on your door. No daily service will be provided on 2- and 3-night stays.

Covid-19 Notice

Prior to your arrival

- Information on covid-19 prevention and in-depth information on our company response measures are available on request with detailed procedures in the event of guests feeling unwell.
- Please inform our Reservations team should you require any additional assistance on arrival to enhance your safety.

Upon your Arrival

- Our front-line staff have all received training on our covid control measures and all are practising social distancing and good hand and respiratory hygiene.
- Sanitisation stations have been deployed in all areas of the hotel as required to encourage hand and respiratory hygiene. Prior to entering the building, we ask that you sanitise your hands.

During your Stay

- Guides and signage are visible throughout the hotel to inform you of the social distancing and hygiene requirements in each area.
- Face coverings are Mandatory in all public areas of the hotel.
- For your safety, you may be asked to wait to enter or to vacate certain areas at times should the number of people gathered be nearing contravening the safety guidelines.

- You are asked to adhere to the social distancing guidelines and practice these throughout your stay when interacting with fellow hotel guests and employees.
- Social distancing is observed, and numbers will be monitored, and occupancy limited by changes to the layout of our public areas, dining facilities, conference & meeting facilities and in all employee areas.
- Sanitisation stations are deployed in all areas of the hotel as required by the HSE and are placed in prominent areas to encourage hand and respiratory hygiene.
- The process utilised products and frequency of our already strict hygiene procedures has been enhanced, focusing on deep sanitisation in all guest and employee areas, to ensure maximum protection of all persons on the property and in compliance with the latest guidelines.
- Contactless payment is facilitated where possible.
- Elevator usage is monitored to limit capacity and priority access will be granted to physically challenged guests.

Your Dining Experience

- All dining reservations must be made in advance. In adherence with government guidelines.
- For your safety, you may be asked to wait to enter or to vacate certain areas at times should the number of people gathered be nearing contravening the safety guidelines.
- Residents that do not book in advance, unfortunately, may not be able to be facilitated due to social distancing guidelines.
- A room service menu is available as an alternative to in-restaurant dining and can be viewed in the guest directory.
- Dining staff are practicing social distancing and are fully trained in the hotel's covid control measures.
- Sanitisation stations are available at each entry and exit point.
- Tables are adequately spaced apart and the number of diners in all dining areas is limited in-line with the guidelines.
- All tables and tableware is thoroughly sanitised after each dining party vacates.
- Condiments have been removed from tables and will be served to you during your dining experience.
- Contactless payment is facilitated where possible.

- Room service can be conducted with minimal contact or you can opt to have your order left outside your door. All food is covered throughout transit.

Sanitisation of your Bedroom

- Thorough cleaning and sanitisation of all bedrooms is conducted prior to check-in using our fogging procedure.
- Disinfectants are used during the routine cleaning of each room including sanitisation of TVs, remote controls, guest directory, tables, doorknobs, light switches, desks, chairs, telephones, mirrors, closets, hangers, in-room bins, toilets, faucets, sinks and bath/ showers.
- All items such as bedspreads and throw cushions have been removed from your bedroom. · Room attendants and supervisors are trained in covid control measures.
- Your room attendant will open windows during room servicing to ensure adequate ventilation.
- Robes and slipper can be provided on request, where not already available in the bedroom. All robes are washed after each use at a temperature above 60 degrees as per the guidelines.