



Westport Hotel Group

WESTPORT PLAZA
HOTEL

THE
CASTLE COURT
HOTEL

WESTPORT COAST
HOTEL

A Note from Our Owners

In the Westport Hotel Group are looking forward to welcoming you, our guests and associates back to our Hotels. We are delighted to reopen line with the Governments guidelines and recommendations from our own health and safety consultants. The past few months have been unprecedented, but as a country we showed great strength and character.

We would like to express our gratitude to all our Healthcare and Frontline workers who risked their health for ours and to you the people for isolating and adhering to our Governments advice.

As business owners it makes us proud knowing that our staff did not let this closure time go to waste, from up skilling and taking online classes to spending valuable time with their family and loved ones. It was time well spent.

For nearly 50 years we have been dedicated to take care of you, our guests and now more than ever we feel obliged to go even further. We are implementing changes and protocols across the board so that you our guests and our team feel comfortable returning to our Hotels. We are devoted to bring you the same exemplary service, quality and experience as before. We look forward to welcoming you back to the hotels and to discover Westport like never before.

- *Anne, Joe & Anna Marie Corcoran*





Westport Hotel Group

WESTPORT PLAZA
HOTEL

THE
CASTLE COURT
HOTEL

WESTPORT COAST
HOTEL

“Our commitment to your Health & Wellbeing”

Overseas Visitors

We would like to advise all our guests that we are adhering to the Irish Government Guidelines for Covid 19. If you are arriving into Ireland from **any overseas country** the Irish Government is asking you to restrict your movements for **14 days**. Restricting your movements means staying indoors and avoiding contact with other people and social situations as much as possible. This restriction of movement should be completed prior to your arrival at our hotel.

Please support our decision to protect our staff & customers during Covid 19

Prior to your arrival

- Hand sanitizing stations have been installed around the hotels, including all entry/exit points, bathrooms, lobby areas and elevator corridors.
- We have invested in PPE for both you and our staff.
- All of our staff will go through comprehensive training in hygiene and best practices regarding coronavirus prior to returning to work.
- Staff temperatures will be taken on arrival to work and staff will be asked to sanitize their hands before and regularly during their working day.
- We have signs all around the hotels to gently remind you our guest's to keep practising social distancing.

Your check in/out

- Prior to arrival to the hotel you may expect a call asking for you an estimated time of arrival, this will allow us to manage our arriving and departing guests.
- Upon arrival we would ask you to follow the signs and queue in a organised fashion.
- We have invested in an extra level of precaution at our reception desks.
- We encourage you to pay with card where possible.
- We will have complimentary face masks and gloves available on request from our reception desk.
- All payments will be taken at check in to allow for a contactless check out.



Westport Hotel Group

WESTPORT PLAZA
HOTEL

THE
CASTLE COURT
HOTEL

WESTPORT COAST
HOTEL

Your room

- All our housekeeping staff have undergone retraining on the latest protocols and best practice standards in relation to PPE, physical distancing and new advanced cleaning techniques
- We have received expert advice in relation to our cleaning agents and procedures in conjunction with our partners Hygiene Excellence & Sea Change.
- All surfaces and furniture will be cleansed and sanitized. In particular hygiene hotspots such as switches & electronic controls, handle & knobs and all hard surfaces.
- Rooms & public areas will be treated with state of the art electrostatic sprayers routinely.
- Each room will be fully inspected by the department managers before being sealed.
- The seal will break when you enter the room for the first time, this is to assure you that your room has gone through this process.
- Amenities within rooms have been removed but are available on request.
- Disinfectant wipes will be available on request in each room.

Your stay

- All our restaurants and bars will be re-arranged in order to meet social distance requirements.
- Our team of chefs have undergone specific training and will be wearing the necessary PPE when preparing your food.
- Alfresco dining is available in our beautiful outdoor areas.
- Room service will also be available all day.
- Our newly refurbished leisure centre will be open with a reduced capacity and we encourage our guests to book a time to avoid missing out.
- Our reception like always will be at your service. If you have any queries or are looking for recommendations please do not to hesitate to contact the reception team by dialling 0 as opposed to calling down.