



PORTRUSH ATLANTIC
HOTEL

GUEST INFORMATION PLAYBOOK



WELCOME BACK!

We are delighted to be re-opening our doors on the 3rd of July 2020 and cannot wait to welcome you for your seaside escape.

Our primary concern at this time is the safety of our teams and guests, so we will be operating in line with UK Government guidelines for social distancing and safe operations.

To prepare you for our NEW NORMAL we have laid out what your guest journey will look like in the following slides. Please take the time to familiarise yourself with our new procedures ahead of your arrival date and if you have any questions, just ask!





PRIOR TO ARRIVAL

- Once your reservation is made you will receive confirmation and this information playbook. From here you can confirm details, pre-order breakfast and reserve a table for dinner.
- You will receive a phone call from our reception team a couple of days ahead of your arrival to run through a short 'Health Check' and confirm final details.
- On the morning of your arrival **full payment will be taken from the card used to book. This minimises contact and time upon check-in.**

WHEN YOU ARRIVE

Signage will include information pop-ups and posters as well as route arrows to keep a one-way flow throughout public areas.

CONFIRMATION
CALL
COMPLETE

FOLLOW SIGNAGE
& LAID OUT
ROUTES UPON
ARRIVAL

**CHECK-IN AT
RECEPTION.**

**BREAKFAST
ORDER**

**RESTAURANT
RESERVATION**

**HOUSEKEEPING
& MAINTENANCE**

Check-in will be carried out with no contact and you will receive your room keys inside a sealed information envelope. If you have any queries, we ask that you call reception from your room once checked in. This can help minimise foot traffic in the lobby.

Housekeeping team members have been fully trained on our new cleaning standards and practices before reopening.

Going forward our standard practice will be not to clean a room or carry out any maintenance service with the guest inside for the safety of our team members and guests. We will continue to clean the guest room to a high standard with enhanced cleaning and disinfecting on the touchpoints in the room. If you are staying more than two nights and would like your room serviced please call reception and let us know.

If you have not already, fill out **breakfast** order form and if desired make **dinner reservations** - we recommend doing this prior to arrival. See instructions on how to do this on the dining slide.



Let's talk breakfast

If you have included breakfast in your reservation, a continental 'breakfast in a bag' will be delivered to your room at a pre-arranged time that suits you best.

Breakfast must be booked and pre-ordered in advance. The breakfast menu can be viewed, booked and ordered before arrival by following the below link.

[Breakfast Menu & Pre-Order](#)

Alternatively you can place your order on arrival by filling out a breakfast sheet which you will receive in your welcome pack.





DINNER & DRINKS, YOU SAY?!

We are delighted to be re-opening our restaurant, the Port Kitchen & Bar for food service from 3rd July 2020.

We are taking all necessary measures to minimise contact, ensure high hygiene standards and practice social distancing in our restaurant by implementing the following steps:

- Tables have been positioned the required 2m distance apart, in line with the latest government guidelines.
- There will be two dining slots available to book, these will be 6pm - 7:30pm and 8pm - 9:30pm. Reservations will be booked on a first come/first serve basis, we recommend booking in advance to avoid disappointment. Currently we can only serve alcohol via room service or if dining in the restaurant.

[Port Kitchen & Bar Evening Menu](#)

- Guests have the option to make a table reservation by following the below link, there is also an option to pre-order your meal from your room just by scanning the QR code in your room - this will further minimise contact in the restaurant.

[Make a table reservation](#)



Goodbye for now

We have completely streamlined our check-out procedure to minimise contact and reduce waiting times.

All we ask is that you pop your room keys into the check-out box at reception upon departure.

Any additional charges remaining on your account will be charged to the card on file.

If you have any questions you wish to ask before leaving we ask that you call reception from your room prior to departure





OUR STEPS TO A SAFER STAY

- Our team have been fully trained and are all aware of our new safe working practices.
- Enhanced cleaning regimes in public areas and high touch points.
- The lift will be out of service for a maximum of 5 minutes on the hour, every hour to sanitise.
- We have developed with our housekeeping team, an enhanced risk based cleaning regime for all bedrooms.
- New check-in and check-out procedures to minimise contact to keep our guests and team safe.
- A different approach to dining while maintaining our high standard of both food and service.

If you have any questions or wish to discuss any information covered in this playbook please do not hesitate to contact us.



WHAT WE ARE DOING TO KEEP YOU SAFE!

A new risk-based approach to cleaning has been implemented

Hand sanitisers installed throughout the hotel

Additional signage to help keep you informed and guide you through our public areas

HELP US KEEP YOU SAFE DURING YOUR COASTAL ESCAPE BY...



Adhering to all signage



Practicing social distancing



Sanitising your hands



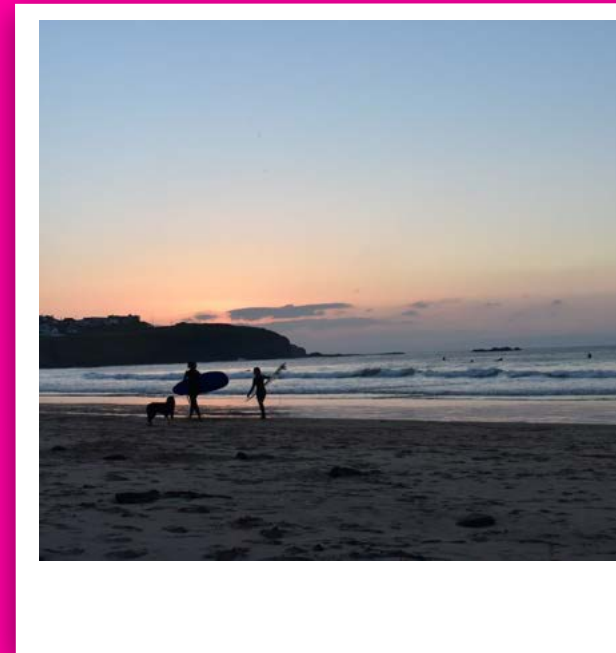


Now that you are up to date, we will leave the adventures and memories up to you.

We can't wait to welcome you for your stay.

If you think we are doing well why not let everyone else know by leaving a review on Tripadvisor?

See you soon!



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