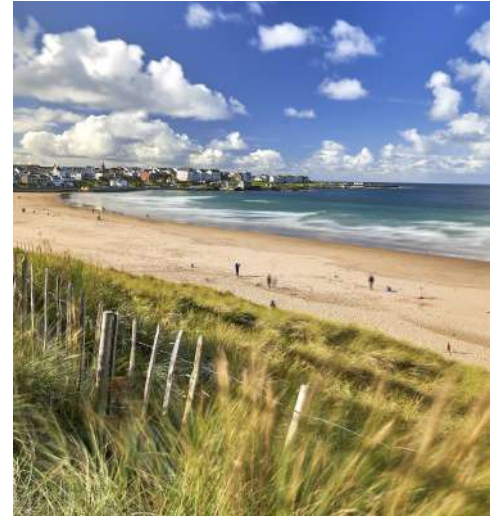




PORTRUSH ATLANTIC  
HOTEL

GUEST INFORMATION PLAYBOOK



# WELCOME BACK!

We are delighted that we can remain open and that our team can welcome you for a brief escape from it all in the safest way possible.

Our primary concern remains to be the safety of our team and guests, so we will be operating in line with NI Executive 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 you have made your reservation you will receive a confirmation email along with this Playbook. Please familiarise yourself with them both.
- Please note ahead of time that face coverings are mandatory when entering and moving around the hotel public areas.
- If you have any worries or queries ahead of time please feel free to contact us and our reception team will be happy to answer any questions you may have.

# 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.

FACE  
COVERINGS  
TO BE  
WORN

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 four nights and would like your room serviced please call reception and let us know.

You will be asked on arrival to **book a table** for breakfast and if desired **make dinner reservations** - we recommend making dinner reservations prior to arrival.



# Let's talk breakfast

There is no better start to the day than a good fry up.

Breakfast is served in the restaurant between the hours of 7:30am and 10:30am and includes a full cooked breakfast. Due to the reduced capacity in our restaurant we ask you to book a time slot at check in. Slots available are 7:30am, 8:15am, 9:00am and 9:45am. You have an allocated time of 40 minutes, this allows for cleaning between sittings and helps us keep you and our staff safe.







## DINNER & DRINKS, YOU SAY?!

We are still doing everything we can to go over and above the NI Executive guidelines for safety in hospitality and will from today be adhering to the legal requirements that have just been set out.

**So, what does that mean for you?**

### **11pm Closure**

Our last sitting in the Restaurant will be 8pm and the Bar area will be closed from 11pm with the bar closing at 10:30pm. This does mean that no room service will be available after this time.

### **Face Coverings**

All guests will be required to wear face coverings when moving around the bar and restaurant areas, until seated at the table.

### **Rule of Six**

We will be sticking to the rule of six – you can be from two households or one household, but six is still the magic number! We are sorry if your household or support bubble is over this number but to keep it simple, we will only be taking a maximum of six people for a booking until further notice.

# 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



CHECK  
OUT



## 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.
- Adhering to all NI Executive guidelines

*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!



PORTRUSH ATLANTIC  
HOTEL