



Your stay at Ballyfin Demesne

With 40,000 square feet and 614 acres of private land for twenty bedrooms, Ballyfin has always been a place to escape, a place to enjoy space and take the time to relax or reconnect. Now more than ever, we feel that it is important to provide that escapism for our guests.

At present we have limited our number of rooms available each day to 12 in an effort to provide even more space for our guests. In line with the government's advice, social distancing is in place throughout our dining areas and as per the latest advice we can only allow parties of 6 guests maximum from no more than three households.

We very much look forward to welcoming you to Ballyfin and we would like to assure you that our priority is the health and safety of our guests and team.

We invite you to review the information on some new changes you will experience on your arrival and during your stay at Ballyfin.

Ballyfin House Information

- Ballyfin house has been deep cleaned and sanitised. A daily schedule of sanitisation is in place to ensure the safety of all.
- Hand sanitisers are available throughout the house.
- A hygiene and safety welcome pack will be placed in your room prior to your arrival.
- Temperature checks will be taken from all our team each day.
- All procedures and policies in place are in line with government requirements to date and are reviewed regularly.

Face Coverings

- Our team are wearing face coverings inside the house or when providing activities to ensure the safety of all.
- As per government advice we now currently ask our guests to wear face masks.

Arrival

- On arrival to the main gates at Ballyfin please use the sanitizer available by the intercom.
- Arrivals will be spaced out to allow for an individual check in to take place and limit the flow of guests and staff in the entrance of the house.
- To ensure social distancing is in place for all our guests, on arriving at the house please be prepared to be asked to wait a short while in your car whilst we handle the previous arrival.
- Whilst hand shakes are not permitted at present, rest assured our welcome remains as warm and sincere as ever.
- Check in will remain informal and prompt to ensure minimal exposure.
- Shortly after you check into your room, a member of our team will call your room to ensure you have settled in and to confirm or discuss any queries you may have.



Dining

- All our dining tables are spaced 2 metres apart however room service will also be available on request.
- Picnic lunches on the Demesne can be easily arranged to enjoy in the grounds or set places such as the temple, the picnic house, by the lakeside (booking will be required)

Activities

- Outdoor activities can be arranged for you, ensuring social distancing and safety precautions are maintained.
- The fitness room is available on request on an individual use basis.
- The swimming pool will be limited to a maximum of six people at any one time unless enjoyed solely by members of the same party, where this can then be increased.
- The Vitality pool will only be available to use by a maximum of two people at any one time again this can be increased if used by members of the same party.
- The Sauna, touch treatments, massages and hairdressing services will resume at a later stage in line with government guidelines.
- Horse riding will not be available at present.
- Should you wish to tour the grounds, please ask one of our butlers to arrange for a golf cart or bicycles.
- The house tour is momentarily suspended but we invite you to view the documentaries available on your in-room televisions on channel 1.

Housekeeping

We provide the highest level of care and attention along with stringent cleaning regimes. Should you prefer to limit our housekeeping team entering your room, the following options are available:

- *Housekeeping Daily Service:* Our team will service your room each morning and a turndown service will also be provided in the evening while you are at dinner.
- *Housekeeping Reduced Service:* Our team will enter your room each morning to provide a full cleaning service.
- *Housekeeping Daily Delivery Service:* If you prefer that our team do not enter your room during your stay, we can discuss options available to you upon your arrival.
- *Housekeeping Laundry:* We have ensured that all of our linen, towels and other textile items are washed on a higher temperature of at least 60 degrees Celsius.
- *Housekeeping Guest Laundry:* All guest laundry will be washed at a temperature of at least 60 degrees Celsius should you choose to use the service.
- *Housekeeping Increased Cleaning of Public Areas:* High touch point areas are cleaned several times a day to ensure your safety.

Departure

- Your check out process will be handled from our Reception Office on an individual basis.
- The driver's console of all vehicles will be sanitised in advance of your departure.

We very much look forward to welcoming you to Ballyfin and remain at your disposal should you have any queries prior to your arrival.

Damien & the team