



Mingarry Park

Guest COVID-19 Charter

In these times of pandemic and social distancing we consider it important to ask our hotel visitors to agree to our COVID Charter with the aim of promoting safe practice and good conduct. We believe this will serve to reassure you that we are all doing the right things, following all Government guidelines and keeping up date with advice to keep you and our team safe.

Our charter will serve as an agreement between us (Mingarry Park) and you, our valued guests. Its aim is to draw your attention to our responsibilities to you with regards to your safety and welfare under the prevailing circumstances and to request your support in adhering to some non-onerous, common sense requests to help us protect our staff and other hotel patrons.

Every member of our team has been fully trained in new Covid-19 health and hygiene practices, their responsibility to each other and our guests and will take all reasonable steps to follow the government's Covid-19 secure working guidelines.

Whilst on holiday with us we would ask for every member of your party to be mindful of others.

This starts before you leave home. If, prior to setting off on your journey to Mingarry, you are feeling unwell or are exhibiting symptoms such as a high temperature, persistent coughing or loss of sense of smell or taste please stay at home. Telephone us to rearrange your stay or cancel your booking entirely. There will be no cancellation charge under these circumstances. Should you show any COVID related symptoms upon arrival at the hotel, our management team will not check you in and in the interests of the safety of our guests and team, will ask you to leave.

Once here, we ask that you adhere to direction given by staff. We ask you to take note of signage throughout the property and follow the guidance and information displayed.

During this time of socially distancing uncertainty, our dining experience will still be the usually high standard you are used to and we ask you please be patient with us, as we maintain this. Tables have been separated across the ground floor to abide by social distancing rules, for breakfast and dinner reservations.



During your stay we strongly urge you to wash your hands with soap and hot water thoroughly as often as is practicable but especially before dining and after using the bathroom. We will be providing hand sanitiser on all floors for additional protection.

If you start feeling unwell in any way, we would ask you to retreat immediately to your room with your family and to contact reception by telephone.

Lastly, we request that all guests remain courteous and mindful of others at all times. We ask for patience and understanding. If there is any area where you feel we could be doing better or if you feel others are not observing the entreaties of this charter please inform management at once.

With your help, your holiday this summer will be a very happy and a very safe experience.

Thank you for taking the time to read all the information we have provided.

Signed:

Emma MacDonald