



COVID-19 –KEEPING YOU SAFE

At the Whistledown Hotel, we are constantly working to keep our customers safe and informed about the recent outbreak of COVID-19. Please be assured that our Whistledown Team have applied all stringent measures to ensure a safe and hygienic facility for your relaxation and enjoyment.

FOOD SAFETY & HYGIENE

As always, the Whistledown operates rigorous cleaning procedures throughout the hotel. We have always maintained the highest standards of cleanliness and hygiene and currently hold a 5 Star Food Safety and Hygiene Rating.

The safety and security of our customers remains our highest priority. In response to the coronavirus, we have taken additional measures developed in consultation with local Public Health Authorities and the Northern Ireland Hotel Federation to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning throughout our public areas (*reception, bars, restaurants, lifts, door handles, stair wells and toilet areas, etc.*) and have continued the use of the highest grade disinfectant, sanitising and cleaning products.
- The number of restaurant tables have been reduced to provide greater personal space between tables.
- For your ease of mind our Servers will sanitise and set your table upon your arrival to the restaurants and bars.

YOUR TRAVEL FLEXIBILITY

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our individual booking policies to give you extra peace of mind:

- **New Reservations.** We will operate a 'FREE CANCELLATION' policy for all hotel room reservations arriving before 30th April 2020.
- **Existing Reservations.** All reservations – even those described as "non-cancellable" ("Advanced Purchase") – that are scheduled for arrival before 30th April 2020, can be adjusted at no charge up to 24 hours before your scheduled arrival.

Should you have any concerns or queries, please do not hesitate to speak with any of our Duty Managers, or contact us by telephone: +44 (0) 28 4175 4174 or email: info@thewhistledownhotel.com

