



**AVLON
HOUSE**
BED & BREAKFAST

Dear Guest,

Business as usual is a little different at Avlon House B&B

Here are just some of the steps that we at Avlon House B&B are taking to ensure the safety of our Team and you our Guests. From Check In to Check Out, We've Got You Covered... However in these strange times we also need your help, assistance and understanding.

Check In

We have introduced a slightly later check in time of 4pm, to give our Housekeeping Crew the necessary time to deep clean your bedroom before you enter. If you require an earlier or later Check in check in, please call ahead and we will be do our very best to accommodate you between 14 and 22hrs latest.

Contactless Check In

Whether you choose to reserve your room online from our website using any of your own personal devices laptop/tablet/mobile or directly by calling reservations, we are here to assist you. We will send you all the details that are required regarding your contactless check in at Avlon House B&B, prior to your arrival with us.

With your assistance, the new check in process will be swift and prompt; ensuring only a verbal interaction with our Front of House Team to confirm your arrival to Avlon House B&B and to provide you with your ultraviolet light sanitised room key in a sealed envelope.

To assist us with this:

We ask you to fill out a pre-registration form for all guests in your party and send this back to us before your arrival. This removes the need to physically sign in with a registration form at reception. You will receive your pre-registration form 2 days before arrival, via email. We ask you to confirm that the credit/debit card that you completed your reservation with us currently acting as security for your reservation is the card that you wish use regarding payment. This will remove the necessity of physically authorising with a credit card machine when you check in.

The request that we have full contact details for each guest staying with you is significant should the HSE require that they need to contact you within 14 days after departing.

Guest Rooms

In your bedroom, we have elevated our rigorous protocols with Eco Lab to thoroughly clean all surfaces with hospital-grade disinfectants. Extra detailed attention using high alcohol grade sanitiser is given to all light switches, door handles, Hair Dryer, trouser press, bathroom taps and handles, the room phone and your remote control. We will also be placing disinfecting wipes in each bedroom for your use.

A tag will be placed on your bedroom door to confirm that only Housekeeping were last to check your room.

We need your assistance with a brand new paper problem

- Currently we are not allowed to leave paper pads, pens or pencils in your room. However if you wish for paper and pencil just call us...all that we ask for is that you take these home with you when you are leaving your room.
- The fresh rolls of recycled-paper toilet rolls in your bedroom are yours to keep! Our normal recycling stream is not available currently and we don't want to use landfill sites, so please assist and take any unused rolls home with you.
- Newspapers, Magazines or books please do not leave any used and read copies in the breakfast room or the lounge for other guests to pick up. Take them home with you or place in the newspaper recycling bin at Reception. All reading material has been removed from our guest's bedrooms for your safety.

We also need your assistance with a brand new bathroom product problem

- We have had to cease our current programme to replace all products in bedrooms with more environmentally friendly dispenser units. Please take home any semi-used single use bathroom product with you so that you can get further use, otherwise all will end up in landfill...not something you or we want.

Guest Areas

We have rolled out enhanced technologies including electrostatic sprayers to sanitise surfaces throughout the B&B every day and this includes all Receptions, Lounges, Dining room, common areas & bedrooms. We will be sanitizing our hands regularly and all hand rails & door handles regularly as required in common areas. Sanitise is available for our Guests and the team at Avlon House B&B,

The Dining Room

The tables have been rearranged to give extra space between each table but not losing the comfort with in our dining area. Each table area is set up for two Guests, if you require extra seating we have one or two areas, where we can organise this for you. For social distancing reasons there is a maximum number of Guests allowed into the Dining room at any given time. However we have extra tables can be set up outside for you weather permitting. There's no need for you or your guests to approach the team for service, just take your table and our team will attend to assist with your order.

We have now reintroduced the laminate style menus in the Dining room so they can be sanitised after each use. If you would prefer to have a single-use paper copy of the menu...just ask us. Tables will also be sprayed down and sanitised after each guest. Additionally, a QR Code will also be available upon entry to the Lounge, should you wish to upload it to your smart device. We request that you charge your drinks/food to your bedroom rather than paying with cash.

Breakfast

A number of allocated times for Breakfast will be provided to you prior to check in to ensure The Dining Room is not a busy place for you in the mornings. Of course, there's always the option to order breakfast in a take away bag to your bedroom and enjoy breakfast on the go or in your room. We have had to rethink our help-yourself breakfast buffet tables.

A team member will now assist and serve you at your breakfast table with a variety of cereals, milks, juices, breads and pastries, look after you for your main courses, toasts and teas or coffees. Our Avlon House B&B Buffet is no longer available. We have now reintroduced the laminate style menus in the dining room so they can be sanitised after each use. If you would prefer to have a single-use paper copy of the menu...just ask us. Guests will be seated at tables well-spaced apart adhering to the guidelines set down. Tables, countertops, menus will be sanitised after each guest.

Contactless Check Out

Your itemised bill will be placed under your bedroom door before 10am on the morning of departure. Our Team will in turn process the final payment and email you a receipt. Final payment will be debited from the card provided at booking stage.

Around our home

A team member will be ensuring all area outside are sanitised on a regular basis. This includes all door handles and surfaces. All team members have received enhanced training on our Avlon House Covid19 cleaning policy.

We will be doing daily temperature checks with our Team, anyone with a high temperature will be sent home. As always in Avlon House B&B any team member feeling unwell will not be permitted to work.

Sanitiser will be available for our Guests and Team around our Home.

Our Team have a strict policy in place for continuous handwashing and wearing gloves and masks where needed.

During these times, our usual handshakes, hugs and high fives will no longer happen between Team and Guests and we hope you understand that this is us not being rude but being conscious about your wellbeing.

Business as usual is going to be a little different at Avlon House B&B, but this will only be for a while. We just want you to understand this and assist us with our efforts to protect everyone. Dining times might be limited, the welcome conversation at Reception may be shorter than normal and you may have to wait a little longer to gain access to your bedroom but your stay with us will still be memorable and above all else safe. We've Got You Covered.

Stay safe follow the most up to date [guidelines](#)

Avlon House B&B

Carlow

T: 059 9174222 W: www.avlonhouse.com E: info@avlonhouse.com