



Covid-19 Policy

Kylemore Abbey & Gardens is committed to providing a safe environment for all of our visitors and staff. Every possible measure has been taken to allow a visitors and staff as little disruption as possible while maximising safety efforts.

The following is an outline of what we have done, what we continue to do, and what we ask you all to do to ensure the health and safety of all of our visitors and staff.

What we have done and pledge to continue to do:

- ◆ Following strict HSE, HAE, and Fáilte Ireland opening protocols and guidelines.
- ◆ Increased cleaning schedules of all departments with a particular and frequent sanitizing of “touch points”.
- ◆ Hand Sanitization points for guests and staff located regularly throughout the estate.
- ◆ Increased staff training on safety and health procedures.
- ◆ Equipping staff with appropriate PPE including face shields and individual hand sanitizers.
- ◆ Introduction of one-way systems, floor markings to reinforce social distancing, and visitor flow measures.
- ◆ Temporary suspension of indoor talks and events that might encourage gathering in tight groups. Temporary closure of tight spaces including The Vinery, The Head Gardeners House, and the To Go Café.
- ◆ Removal of brochures and other “high touch” items. We have made a PDF of our brochure available on online tickets and will be made available to tour operators.

What we ask of our Visitors:

- ◆ That you pre-book your visit online where possible to help us manage visitor flow.
- ◆ That you adhere to social distancing guidelines throughout the estate
- ◆ That you avail of hand sanitizing and hand washing facilities regularly while on site.
- ◆ That face coverings are worn in all indoor spaces including the shuttle bus, as has been mandated in Government Guidelines.
- ◆ That you use contactless or card payments where possible.
- ◆ That you follow coughing and sneezing etiquette and appropriate dispose of any rubbish.
- ◆ That you supply your contact details, solely for the purpose of contact tracing, when requested.
- ◆ That you immediately notify a member of staff should you become unwell while visiting. They will happily guide you through first aid and reporting procedures.
- ◆ That you do not travel to Kylemore Abbey if your or any member of your party are feeling unwell. We will happily refund your ticket or honour it at a later day.

What we ask of Tour Operators:

- ◆ You must pre-book your visit with our Visitor’s Centre.
- ◆ That you provide contact tracing for the individuals in your party
- ◆ That your group remain together and with a contact person throughout the duration of your visit as much as is reasonably possible.
- ◆ We welcome your group to avail of Mitchell’s Café but ask that you make our Bookings office aware of your group size and what time your group plan to eat.

For additional questions or queries, please do not hesitate to contact us at

bookings@kylemoreabbey.com

We thank you sincerely for your patience, understanding and cooperation.