



Dear Guest,

It is our pleasure to welcome you to the Schull Harbour Hotel. Whether you are travelling for business or pleasure, our professional and friendly staff are committed to ensuring that your stay is both enjoyable and comfortable. We hope your time with us is exceptional and that you enjoy all that our hotel and West Cork has to offer.

Enclosed you will find information on the many services and unique attractions in West Cork, as well as detailed information on the hotel facilities. If you are looking for additional information, please contact our Front Desk Team by dialling '0' from your guestroom telephone and they will be happy to assist you.

Here at the Schull Harbour Hotel, we aim to provide all our guests with a friendly and courteous service as well as a clean and comfortable room throughout your stay. Should you encounter any negative issues during your stay with us, please contact the Front Desk and allow us the opportunity to correct the situation. We always welcome any feedback and suggestions you may have.

Again, we thank you for choosing to stay at the Schull Harbour Hotel. We are pleased to have you as our guest, and we hope your stay is enjoyable and relaxing.

Sincerely,

Management Team

Schull Harbour Hotel

Schull

Co. Cork

Telephone: 028 28801

www.schullharbourhotel.ie

Email: info@schullharbourhotel.ie



Schull Harbour Hotel's response to COVID19

Over the past few months, we have all been affected by the COVID-19 pandemic; never in our lifetime did we expect to be faced with such difficulty. The hotel closed its doors in March in response to a complete collapse in demand for our services. For the safety of our staff and guests we remained closed until the permitted reopening on 29 June.

Whilst COVID-19 restrictions remain in place, the hotel must operate a little differently, however, we will endeavour to make your stay here as pleasant as possible. We have introduced a rigorous cleaning and sanitising programme, and all our returning staff have been trained in these procedures. You will notice some of the staff using additional PPE in order to protect themselves and others. They will also be sanitising and cleaning frequently. Increased health and safety signage around the property helps to remind us all of the need for frequent handwashing, social distancing and other health-related practices. Hand-sanitising stations have been installed at all entrances/exits and at strategic points around the building. Please make use of these facilities as you move about the hotel.

We have rearranged the seating in O'Brien's Bar and Chapters Restaurant to facilitate social distancing. The same menu will be offered in both areas throughout the season and both these spaces are subject to table service only. We shall operate a 'reservations only' policy for all in-house dining. Breakfast reservations will be made upon check-in and you can reserve tables for lunch or dinner at the Front Desk or by dialling '0' from your room phone.

We are also offering a room-service option for all menus. Unfortunately, we must make a charge of €5 per person for this service which will be added to your bill. We ask that room-service breakfast orders are placed before 10pm the night before.

All our guests are reminded of their own responsibilities in regard to preventing the spread of COVID-19. Please continue to observe good hand hygiene and comply with social distancing guidelines wherever possible.



Housekeeping

Have you ever thought about how many tonnes of towels are unnecessarily washed every day in hotels throughout the world and how the washing powder can cause problems for the water supply?

Please decide for yourself:

- Towels on the floor or in the bath = 'Please change them!'
- Towels on shelf = 'I'll be using them again, for a healthy environment!'

Housekeeping will call daily between 9am and 4pm to service your room. Please use the 'Do Not Disturb' sign if you do not want your room to be serviced. If you have any queries or requests regarding your room, please contact the front desk on '0'.

We love Pets!

The Schull Harbour Hotel are proud to be a pet friendly hotel.

With designated bedrooms and all eight of our self-catering apartments being pet friendly, your most treasured family member is welcome to the hotel. Pets are welcome to stay with you in your room and join us in O'Brien's Bar during their stay. Thank you for your co-operation on this.

We also ask that your pet is never left unattended in your bedroom during your stay. Our Housekeeping team will not service a room with an unattended dog inside. An extra cleaning fee of €30.00 per stay will apply.

Please contact reception for any further information on bringing your pet to stay!





Schull Leisure Centre

Our Leisure Centre is located on the lower ground floor. It has a 16m heated swimming pool, a sauna, a steam room and a gym. Towels are available at the Leisure Centre Reception.

You are required to wear a swimming hat whilst swimming, these can be purchased at the Leisure Centre Reception. If you don't have swimwear, we also stock a range of swimwear in the Leisure Centre.

Gym users must be 16 years or older. Sauna and steam room users must be 18 years or older.

Schull Harbour Hotel has made every effort to provide you with safe and reliable equipment. Your use of this equipment will be deemed as complete acceptance of the responsibility and physical risks normally associated with this equipment. The use of this equipment shall be at your own risk.

Under reopening guidelines we must adhere to certain restrictions in operating our Leisure facilities. Numbers using each area are restricted and we will operate an appointment system in the gym and pool as outlined below. For the foreseeable future, the sauna and steamroom will remain closed.

Leisure Centre Opening Hours and appointment times

Mon – Fri 07:00 – 21:00 (7:00, 9:00, 11:00, 13:00, 15:00, 17:00, 19:00)

07:00 & 19:00 Adults Only

Sat 08:00 - 20:00 (8:00, 10:00, 12:00, 14:00, 16:00, 18:00)

Sun 08:00 - 19:00 (8:00, 10:00, 12:00, 14:00, 16:00, 18:00)

We have increased the frequency of our cleaning schedule and this now includes disinfection of all areas. This is a difficult time for us all, so please work with staff to maintain a safe environment for all users and staff.

Social distancing restrictions mean that access to the changing rooms is very limited. Particularly for pool users, we would advise that you change in your room. Please bring a robe and suitable footwear to go to and from the Leisure Centre.



A-Z Guide

The following A-Z information is provided for your own convenience. Should you have any queries please contact Front Desk on (0) from your guestroom telephone.

ATM Service: The nearest ATM machine is located on Main Street. There is one directly outside Centra and also inside Centra.

Banks: The nearest bank is located in Skibbereen and generally opens Monday to Friday 10am to 5pm. Please call the bank for exact opening times. There is a Mobile Bank Service located in the carpark behind Centra at the following times: Monday, Thursday and Friday from 10:45 to 12:30 and 1:30 to 3:30.

Check in and check out:

Check in is from 3pm for bedrooms and 4pm for apartments. Check out is at 12 noon for bedrooms and 11am for apartments.

Coffee & Tea: Due to COVID19 regulations we have had to remove our tea and coffee making facilities from your bedroom. Should you require anything please contact Front Desk for assistance.

Cots: We do have cots available. Please ask at the Front Desk if you require one.

Credit Cards: Most major credit cards are accepted in the hotel. Unfortunately, we do not accept American Express.

Currency Exchange: We are unable to exchange currency. Local bank branches and credit unions have currency exchange services as well as the Post Office.

Dentist & Doctor: Please refer to the Emergency Phone List in the Security & Safety section in this directory.

Fire Safety: Guest safety is our number one priority at all times. To ensure your safety and comfort, please read the Security & Safety section (p.8) in this directory along with the Evacuation Instructions on the back of your guestroom door.

Gift Vouchers: Gift vouchers for the hotel are available at the Front Desk.

Hairdressers:

- Ocean Beauty Salon, Main St, Schull 028-28977
- Wayne Lloyd, Main St, Ballydehob 028-25944
- Born Glamorous Hair & Nails, Schull Salon & Call Out Service 086-1616260



Hairdryers: Hair dryers are available in all bedrooms or from the Front Desk. We do not supply hairdryers in our apartments.

Internet: The hotel has an open and free Wi-Fi network. To access this service, ensure your device's Wi-Fi setting is turned on and select Schull Harbour Hotel.

Iron & Ironing Board: There is an iron and ironing board available in all guestrooms.

Key/Key-Card: Your key cards are used for opening your door as well as enabling the electricity in your room. Should you mislay your key card please notify the Front Desk so that your lock can be re-coded. Please return your key cards to the Front Desk on check-out.

Laundry & Dry Cleaning:

- My Beautiful Launderette, Ballydehob 028-37833
- Self-service Launderette, Connolly's Service Station, Cork Rd, Skibbereen 028-21668
- Self-service Launderette, Bantry Photo Shop, New St, Bantry 027- 55016
- Hourihane's Dry Cleaners & Laundry Service, Townsend St, Skibbereen 028 21111

Maintenance: If something is not in working order please notify the Front Desk team.

Non-Smoking: Schull Harbour Hotel is a 100% Non-Smoking hotel. All guest rooms are fitted with smoke alarms. Should anyone smoke in a room during a stay, an additional €100 charge will be applied to your account for the cost of purification. There is an outdoor smoking area to the rear of the hotel.



Parking: There is a complimentary car park across the road from the hotel entrance. It is on a first come first served basis. During peak season, this car park can get busy. The next closest car park is located on Pier Rd.

Pet Policy: Schull Harbour Hotel is a pet friendly environment. An additional €30.00 cleaning fee will apply for pets to stay in the accommodation.

Post Office: The post office is located in the centre of the village and is open Monday – Friday from 9:00am to 5:30pm and on Saturday from 9:00am to 1:00pm.

Taxis: The Front Desk team will be delighted to help you organise a taxi if you need one. Alternatively contact George on 086-2795821, JP on 086-1212999 or Luke on 086-8337504.

Social Media: Please follow us on Facebook and Instagram to stay up to date with all our latest news and promotional offers.

Tourist Office: Schull Tourist Office is open during peak season and is located on Main Street on the corner of Pier Rd. More information can be found on www.schull.ie

Wake-up Calls: Please arrange wake-up calls at the Front Desk.

Wheelchair Access: We have two guestrooms (107 and 207) which are specifically designed for wheelchair access. Wheelchair accessible toilets are available in Chapters Restaurant and in the Leisure Centre. There is an accessible parking space right in front of the hotel.



Security & Safety

Guest safety is our number one priority at all times. To ensure your safety and comfort, please read this Safety & Security section along with the Evacuation Instructions on the back of your guestroom door.

Important Phone Numbers

Emergency Numbers: Garda (police), Fire Brigade or Ambulance **112**

Garda (Police)

- Schull 028-28111
- Bantry 027-20860
- Skibbereen 028-23088

Doctors

- Skibbereen Medical Centre 028-23456
- Mizen Medical Practice 028-28311
- Out of hours Medical Clinic, South Doc 1850 335999

Dentists

- Seamus O'Donoghue, Schull 028-27636
- Ms C McSweeney, Skibbereen 028-21690
- Mr O'Brien, Skibbereen 028-21197

Pharmacy

- Drinagh Pharmacy, Schull Main St 028-28108
- Horgan's Pharmacy, Skibbereen 028-21491
- Drinagh Pharmacy, Skibbereen 028-23333

Hospitals

- Bantry General Hospital A&E, Bantry 027-50133
- Cork University Hospital, Cork City 021-4922000
- Mercy University Hospital, Cork City 021-4271971



Fire Emergency

On entering your guestroom please:

- Take a few moments to familiarise yourself with the Evacuation Instructions on the back of your guestroom door.
- Locate your nearest escape route and fire alarm.
- If you have a physical condition that impairs your ability to evacuate via the staircase, please notify the Front Desk.
- Read the Security & Safety Section in this folder.

If a fire begins in your room: Leave your room, closing the door behind you to keep smoke and flames out of the corridor. Sound the alarm and leave the building via the nearest exit. DO NOT use the elevators.

In the unlikely case of a fire or upon hearing alarms:

Test the door for heat. If the door is cool, carefully check the hall for smoke. If you are in bed and there is evidence of smoke in the room, roll out of bed and crawl to the door. DO NOT STAND! Smoke and deadly gasses may rise.

If smoke or fire is present:

1. Close the door and call for help.
2. Place wet sheets and towels in cracks and vents around the doors and remove curtains.
3. Fill the bathtub with water to keep all fabric moistened.
4. Proceed to the window and try to attract attention.

If you can leave safely via the Hall:

1. Take your room key card with you and close the door behind you.
2. Exit the building via the nearest exit. Hold onto the handrail for stability.
3. Always remain calm.



Traveller Safety Tips

- Do not invite strangers to your room or open your guestroom door without verifying who it is first.
- Close your door securely when you leave your room and keep the door securely shut when you are in the room.
- Do not needlessly display keys, large amounts of cash or other expensive items in public or carelessly leave them anywhere where they could easily be stolen.
- Securely store your valuables in your bedroom safe.
- Do not leave valuables in your vehicle.
- Check to see that any interconnecting room doors are locked.
- If you are travelling with children, always provide adult supervision.
- If you see any suspicious activity, please report your observations so the management.



NO SMOKING

Guestrooms are NON-SMOKING

We operate a strict no-smoking policy in our hotel. Should anyone smoke in your room during your stay, an additional €100 charge will be applied to your bill for the cost of the purification. Thank you for your cooperation.

Cette chambre est NON-FUMEUR

Si pendant votre séjour, quelqu'un fume dans cette chambre, un montant de €100 sera ajouté à votre facture pour le coût de la purification. Merci de votre coopération.

FUMAR NO ESTÁ PERMITIDO en las habitaciones

Un cargo de €100 por el coste de purificación se aplicará si fuman en estos sitios. Agradecemos su cooperación en este asunto.