

The Spa at Kilkea Castle

Dear Guests,

The past few months have been a time of uncertainty and change for all of us. The team of The Spa at Kilkea Castle have been looking forward to the day when we can open back our door to our guests.

We are open now and cannot wait to welcome all guests in our Spa.

Keeping us all safe, we have closely monitored government announcements. We are taking the advice of HSE, Irish Spa Association and our spa partner Elemis with a phased approach to re-opening. We wanted to let you know what we have been working on in the background and our preparations to re-open.

Our top priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our guests, and our resolve is stronger now than ever before. Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step of the treatment process to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

Here are some substantial ways we have ramped up our efforts to guarantee guest and employee safety:

- Before we've opened to the public, we have conducted a detailed and thorough deep clean and sanitation of all areas front and back of house.
- We have conducted a detailed Health and Safety training program with our staff, ensuring they are educated in strict hygiene protocols and deliver service with compassion.
- We have re-written our SOP's to ensure that our staff are re-learning new methodologies from their previous practices.
- You will be screened with some strict measurements in place, as will all individuals entering our facility.
- Our treatment rooms are sanitised and cleaned with a compulsory checklist signed off after each treatment.
- We do adhere to distancing between each client and are respect this except inside the treatment room where we, of course, provide you with a contact service. Our staff have new protocols to follow here that you might not have seen previously.
- Our therapists will wear appropriate PPE as an enhanced safety measure.
- Our front desk staff will welcome you upon arrival and help you navigate to either the locker room or directly to your treatment room if preferred.
- Our sauna and Steam Room will be temporarily closed.
- We are limiting or changing the way you pay, and we will most likely ask you to pay before your arrival to minimise contact transactions.

We would love to, but we will not shake your hand when we see you. However, we will warmly smile and gesture to our heart as a way of saying 'Thank you for coming back! We are happy to see you again.

- To keep our guests and employees safe, we will ask all guests to:
- Refrain from visiting the Spa if you or a household member have a fever, COVID-19 symptoms, or a contagious illness.
- Refrain from visiting the Spa if you are under an isolation or quarantine order/directive.
- Respect the Spa's sanitation and hygiene standards and processes posted within the Spa and shared by employees.
- Wash hands before beginning each treatment/service and shower before body treatments.
- Share specialised sanitation or hygiene requests before arriving at the Spa.

Full hygiene requirements are outlined on the reservation confirmation email.

To book a treatment, please email us spa@kilkeacastle.ie.
Our passion is serving you.