

MOUNTAIN View KILKENNY

At Mountain View a high standard of cleanliness has always been a priority, however the global outbreak of COVID-19 has required us to raise our standards to an even greater level to guarantee the wellbeing of our guests, employees and wider community.

Here you will find an outline of the key protocols and measures we have put in place that ensure a secure and sterile environment at all times. We are of course monitoring government policy guidelines and public health advancements closely and will continue to make changes as necessary to our procedures.

If you have any questions or concerns please do not hesitate to ask a member of staff.

Bee O'Grady
Managing Director
Mountain View

Cancellation & Booking Policy

We encourage you to make reservations up to one month in advance. Based on our rural location, our business relies on the commitment of customers. Each cancellation has an adverse impact on our business.

- Cancellations can only be made by email to info@mountainview.ie
- All cancellations & changes in numbers must be made at least 48 hours before the time of your booking
- Credit card details are required for all reservations
- If you wish to cancel with less notice & we are unable to take another reservation for your table of the same party size, we reserve the right to charge a late cancellation fee of €25pp
- If you make a reservation & don't show, we reserve the right to charge a no-show fee of €35pp
- You will be contacted 72 hours prior to your reservation to secure your booking with credit card details
- Children are welcome in The Greenhouse until 5pm
- Tables will be allocated to you for a certain duration in line with Covid-19 guidelines – currently 1 hour and 45 minutes

Surroundings you can trust

Nestled within 120 acres of green space, secluded, private & fabulous, Mountain View is the perfect place to celebrate. While you're with us, we want you to feel safe in the knowledge that you're in our protective care, which is why we're pleased to share some of our new health and safety procedures.

1. Employees will receive regular training on our new standards regarding COVID-19 health & safety protocols. Every employee must strictly comply with these protective measures recommended by global governing agencies. The measures include hand hygiene, wearing of masks and social distancing. The team will also be asked to stay home and seek medical attention if they, or someone in their household, has any COVID-19 symptoms.
2. When you arrive at Mountain View, one of our team will act as your guide, sensitively communicating all the new hygiene, health and safety measures so you can move seamlessly around, knowing that you're being looked after with the greatest care.
3. Hand sanitiser & touchless dispensers will be available in key places
4. Our cleaning products & protocols meet country specific guidelines for approved effective use against viruses & bacteria. When cleaning our spaces, we pay particular attention to high-touch items and areas.
5. Throughout, we'll meet required guidelines for proper social distancing. Guests and employees must practise social distancing whenever possible, by standing at least 2m/6ft away
6. The Greenhouse Bar & Eatery will also observe social distancing. These areas will be deep cleaned and sanitised once per hour and after each use, including tables, seating, menus and payment machines.
7. We kindly ask you to amend your reservation if you are showing any symptoms. Please re-book with us once self-isolation has taken place.
8. It is the responsibility of guests to ensure they are remaining within their social distancing bubbles at all times.
9. Table service will be available for drinks, as the bar counter area will not be available to sit at.
10. We kindly ask that guests respect timings and they depart their table at the required time (in-line with guidelines) so the area can be cleaned before other guests are seated.
11. On arrival we expect that all guests sanitise their hands before being seated.
12. The layout of our spaces has been adjusted to allow for physical distancing between guests
13. Ventilation within our spaces has been increased by maximizing air circulation and opening windows and doors where applicable. The number of employees on shift at any one time has been reduced in size to allow for physical distancing and to limit any potential spread.