

It's finally time to welcome you back

Before you arrive

Due to the current Tier 4 regulations we are only allowed to offer accommodation to essential workers. Pre-arrival booking procedures will ensure the physical check-in process will be as quick and seamless as possible. If this is not possible we will minimise the risk of any transmission. Guests will be required to confirm their good health and absence of the symptoms of Covid-19 and that any international travel conforms with quarantine guidelines as a condition of their visit. If you have any concern that you have the virus, please stay at home. We will happily reschedule your visit or refund your deposit.

Check-in

Please ensure you wear a mask at all times when moving around the public areas of the hotel. There will be a queuing system in place and we hope to minimise your waiting time. Perspex screens are in place to protect staff and guests where direct face to face interaction is likely. All key cards will be sanitised before we pass them to you. We will ask to check your temperature, using a contactless thermometer, this is to help protect staff and other guests. We will not be recording this information. If you show a temperature of 38c or over we will ask to take a second reading after approx 30 minutes. We would request you go straight to your room and wait there. We have made the journey to your room "touch free" by fitting door stops linked to the fire alarm system.

Accommodation

Individual bedroom occupancy will be capped at 5 people, with a maximum of 2 adults and 3 children from a single household. We will not enter your room during your stay unless you ask us to do a room "freshen" or there is a maintenance issue in which case the room will be sanitised after this work is completed. Please let us know if you require extra provisions or fresh linen or towels.

Robust cleaning and sanitising protocols

Cleanliness and hygiene has always been a priority in our hotels. Working with our cleaning suppliers we have focussed on High Impact Touch points and we will ensure that those areas are cleaned on a frequent basis with an approved virocidal cleaning agent. We have a large number of sanitising stations throughout the hotels; please use them before and after visiting the bar and restaurant.

Advanced Staff Training

As a condition of returning to work, team members are required to complete an e-learning course on the Prevention and Control of Infection in the Workplace. They will be required to confirm that they do not have any symptoms of Covid-19 or have been in contact with anyone suffering from it. Appropriate PPE including face masks, visors and disposable gloves will be worn by team members based on their roles and responsibilities, and in adherence of Government regulations and guidance. Training of team members will be on-going and they will practice social distancing between themselves and guests.

Spa and Leisure facilities

Due to the current Tier 4 regulations these facilities are closed for the foreseeable future.

Restaurant

Will be open but due to social distancing measures we will be operating a pre-booking basis only. It will be open for breakfast and dinner for residents only. Room service is also available. There will be the option soon of using an app for the ordering of food and drinks.

Bar

Due to the current Tier 4 regulations these facilities are closed for the foreseeable future.

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Local walks and activities

We have a list of local walks which can start from the hotel or a short drive away. We have a list of local places of interest and this will be updated as and when they open for visitors. Some visitor attractions require you to book online in advance.

What we ask of you during your stay

If you feel unwell during your stay please inform us immediately and stay in your room. If you are able to leave we will ask you to return home as soon as possible. If this is not possible we will ask you to self-isolate in your room and contact NHS Scotland who will advise you of the next actions. We have systems in place to help you during this process.

Please use the sanitising stations around the hotel. In some areas of the hotel you will find a one-way system and we ask you to follow the signs for your safety and the safety of other guests and staff.

You will find social distancing signs around the hotels, please respect our efforts in keeping you safe. We have 3 lifts in the hotel which should be used for upwards travel for one household at a time. There is signage to direct you to the stairs for down travel only.

Finally, despite the restrictions placed on all of us we do hope you enjoy your stay and thank you in advance for your patience and understanding.