

Title: cov-doc-04
Issued: 01/04/22
Approved: KW
Version: 8.0

GREY HARLINGS HOTEL – COVID-19 GUEST PACK

Our Priority

At Grey Harlings Hotel, the health and wellbeing of our guests and staff is a priority to us. With this in mind, and given the ongoing situation with COVID-19, we'd like to keep our guests informed of the changes you will encounter during your stay with us.

While the presence of mandatory, legal regulations or optional guidance relating to the safe operation of our business (as dictated by Scottish and UK Governments) may fluctuate over the coming months, please be assured that Grey Harlings Hotel remain fully compliant with the most recent requirements at any time.

Collective Responsibility

Staff will ensure you are aware of any applicable safety requirements during your stay, and are available at any time should you require further assistance or clarification. You can also find up to date information on the Scottish Government website here: www.gov.scot/coronavirus

Please bear in mind that the area you have travelled from to get to the hotel may have different requirements in place at any given time in comparison to those in place in Scotland, and as such we always recommend checking the above webpage for accurate information.

We have robust procedures in place for both staff and guests in the event of a suspected COVID-19 case, or in the instance that you have been instructed to self-isolate by NHS Test and Protect. Should this apply to you, please make yourself known to a member of staff by calling 01674 674789 or extension 200 from your room phone.

Our COVID-19 Protocols

Over the coming months, you may find some or all of the below measures in place in line with current regulation and advice:

- **Face coverings** – In line with any Government issued requirement or guidance, you will see our staff wearing protective visors and/or masks, for both their and your protection. We require that you wear a face covering while moving around the public areas within the building and when visiting the toilet area when Government regulation requires you to do so. In the restaurant, these can be removed once seated at the table. Exemptions apply as per official Scottish Government advice – www.gov.scot/coronavirus
- **Sanitising** - Various sanitising points have been fitted around the premises and at each entrance to the building.
- **Protective screens** – Screens are in place within the building, and may remain for a period of time after additional safety requirements have been removed to ensure all staff and guests are adequately protected.

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- **Social distancing** – As required, we may be mandated to operate on a basis of 1m distance between separate household groups as a result of future Government instruction. Signage will be installed should this occur.
- **Contactless & cash payments** – Contactless payments are available where possible (whether via our card machine or internal booking systems) for guest convenience. Cash payments are still welcomed and accepted.
- **Track & Trace** – As required, we may be mandated to operate a Track & Trace contact information collection system once more as a result of future Government instruction. Signage will be installed should this occur.

Further Assistance

Should you require any assistance during your stay, please dial extension 200 from your room phone. This will put you in touch with Reception, where a member of staff can advise and assist as required. This minimises the need for guests to move around the building, ensuring the recommended safe distances are maintained.

Breakfast Service

You will be asked to pre-order your breakfast during check-in, to ensure minimal contact is required during breakfast service itself. You will have a physically distanced table reserved for you in the breakfast room, corresponding with your room number, which is sanitised before and after use. No self-service breakfast options are available at this time.

Restaurant Meals, Meal Allowances & Bar

Please see our website for most recent updates relating to our restaurant alongside alternative, local dining options: www.greyharlingshotel.co.uk/restaurant Our bar remains open to serve drinks – please speak with a member of staff for our current bar opening hours.

Housekeeping

Please be assured that we continue to maintain high cleanliness standards throughout the building, with the addition of extra sanitisation steps, plus full disinfecting procedures between guest stays and regularly throughout the building. In-room housekeeping during your stay will resume as/when it is safe to do so, in line with Government issued guidance. Please use your door hanger to advise should you wish your room to be serviced during your stay or if you'd prefer not to be disturbed. Fresh towels, toiletries etc can be provided at your room door should you not wish for housekeeping to enter your room.

As you can appreciate, these changes to the way we work are necessary to ensure the safety of both our staff and guests and each measure we implement is under constant review, in accordance with Scottish Government guidelines. We kindly ask for your patience while we adjust to our new way of working and thank you for your continued support.

Thanks, Grey Harlings Management Team