

GREY HARLINGS HOTEL – COVID-19 GUEST PACK

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.

COVID-19 Protocols

- **Face coverings** - You will see our staff wearing protective visors and 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. In the restaurant, these can be removed once seated at the table. Exemptions apply as per official Scottish Government advice – www.gov.scot/coronavirus-covid-19
- **Sanitising** - Various sanitising points have been fitted around the premises and at each entrance to the building. Guests **MUST** sanitise at these points when entering the building and when using toilet facilities.
- Protective screens are in place within the building.
- We are permitted to operate on 1 metre physical distancing which is clearly signposted around the premises - please adhere to this!
- Seating has been arranged to ensure 1 metre physical distancing is maintained and extra seating has been provided outdoors.
- All guests must be seated when indoors and no queuing at the bar is permitted to maintain safe distances.
- We have clear signage around the building, please refer to this and follow all advice from staff.
- We encourage contactless payments where possible (whether via our card machine or internal booking systems).
- In line with Government instruction, your contact details will be collected upon your arrival to assist with NHS Test and Protect measures.
- 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.

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.

Title: cov-doc-04
Issued: 26/04/21
Approved: KW
Version: 6.0

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

Our restaurant remains **closed** for lunches and evening meals until further notice. If you have a company meal allowance, this will not be impacted as alternative arrangements will be made. Please speak with a member of staff regarding this.

Breakfast service is **not** impacted by this closure.

Restrictions on alcohol sales remain in place – please speak with a member of staff for the most up to date serving rules.

Housekeeping

To ensure we minimise the contact between staff and guests, housekeepers will not enter your room during your stay. Replenishment of fresh towels, hot drinks, toiletries etc can be arranged by dialling Reception on extension 200 from your room phone. These items will be left at your door to collect at your leisure. 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.

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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