

**THE BALAVIL HOTEL**  
**Enhanced Safety Procedures in Response To COVID-19**  
Rev.5 29<sup>th</sup> November 2020

**The Balavil Hotel is very much aware that events related to the COVID-19 coronavirus and the intense amount of information it is generating requires us to make an extra effort regarding transparency and openness with respect to everyone who has placed their trust in visiting us. Our priority as always is the health and wellbeing of all our team, their families, and our guests.**

Given the extraordinary situation created by Covid-19, We have devised an operational transformation to allow the safety for employees and customers. Within these pages you will find the steps we have taken to have a safe stay within the hotel and what to expect regarding the usual operation of the hotel and facilities. Certain services and amenities may be reduced or unavailable as a result.

The guidance has changed frequently since the outbreak and we endeavour to keep this document as relevant as possible. It is advised that you check travel restrictions in accordance with the tiered protection levels in your area along with your destination. This can be found on the Scottish/UK Government websites.

As per the Scottish and UK governments new tiered protection levels, the permitted times and restrictions below are subject to change.

Please take time to read the following as it is important to the wellbeing, expectations and the enjoyment of your stay.

### **Safety First**

The health and safety of our guests and our staff working throughout the hotel is paramount to us. We have been closely monitoring the guidance issued by the Scottish Government, World Health Organisation, as well as the NHS. We are following this guidance where appropriate as well as taking preventative actions in our hotel.

### **Before you travel**

If prior to travelling you begin to feel ill or you have been in close contact with someone with a confirmed case of COVID-19 (Coronavirus), or you live with someone who is self-isolating please follow the advice on the NHS website and contact us to cancel the reservation. All reservations can be cancelled free of charge.

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their visit until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre-existing medical conditions. The hotel reserves the right to refuse entry and/or cancel the reservation if the guest displays such symptoms on arrival for the security and protection of its guests and team members. In addition, we have the right to refuse guests who have travelled from high risk areas and ask guests to vacate the hotel.

### **When you are here**

All guests must use face coverings when walking around the hotel, including while entering and exiting the hotel—and can be removed while eating or drinking. Should you begin to feel ill while staying in our hotel and you have any of the symptoms listed on the NHS, Scottish Government and/or World Health Organisation websites please call reception

immediately, remain in your room and avoid contact with other guests and staff members. We reserve the right to ask guests to vacate the hotel if we find it necessary to do so.

## **What has changed**

As we would like to reduce the risk of prolonged contact at reception, we have outlined some of the changes to the usual experience at the Balavil Hotel.

### **Face Coverings**

All guests must use face coverings when walking around the hotel, including while entering and exiting the hotel—and can be removed while eating or drinking.

### **Check-in**

We ask all guests that when arriving at the hotel to be aware of their surroundings and use social distancing. Should there be queue at reception please be patient and follow social distancing guidelines.

### **Elevator**

After taking into the consideration of the risks involved in using the elevator, we have decided to place it out of use.

### **The Swimming pool**

To reduce the volume of use, our pool will only be open to residents. Guests will be allowed to utilize the pool via reserving a 45-minute session at reception. To further reduce the risk to guests and staff we ask that guests are changed into swimwear within their room and follow the alternative signs to the pool entrance. Once finished guests must use their room to shower and change.  
Pool opening time 09:00 – 20:00

### **Main Stairs & Hallway**

Please keep to the left of the stairs when ascending or descending. Attempt to allow another guest to pass first if you are unsure.

### **Moving around the hotel**

Please be aware of any directional signage and controls to reduce congestion

### **Housekeeping Service**

Rooms will be cleaned following our procedures before arrival but will no longer follow the daily standard during stays. Additional amenities such as linens and toiletries will be available upon request, placed at the guest room door.

No access will be made to the bedroom during a guest stay. Our team members will only enter the bedroom on the guests' request, to fix a reported maintenance issue. If a member of staff is requested to enter a bedroom whilst the room is occupied the team member will be wearing PPE and the guest will be asked to leave the room so social distancing can be maintained.

### **Restaurant & Bar**

We ask residents to pre-reserve all dinner & breakfast times prior to arriving. Should you wish to have a copy of the menu please ask. While we have always firmly believed in table service prior to these circumstances we have now implemented full table service for drinks and the second nature of ordering drinks at the bar is now on hold. The normal attentiveness of our staff and keen eye for empty glasses will ensure your needs will be met.

Restaurant opening times 17:30 - 20:00

Bar opening times 15:00 - 22:30. Last orders will be 21:40 and public areas must be vacated by 22:30.

### **Breakfast**

Due to current situation, we cannot offer our well-known extensive breakfast buffet and table service has been put in place. Guests should pre-book breakfast times with reception before arrival. Opening times 08:00 - 10:00

### **Checkout, Guest accounts & payment**

Used Key cards to be placed in container at reception on departure

Please charge any food and drink to your room account to minimize contact throughout your stay

On departure from your room please leave all windows open

## **Our Safety Measures**

We need to work together on guidelines and measures to protect our employees and guests, as well to raise the awareness to the spread of covid-19. The following pages of measures includes some important hygiene and safety aspects, which have been implemented and should be respected. This gives an overview about our measures. Our aim is to work out a coordinated approach to the safety and hygiene of all employees and guests and to maintain our cooperation with the Scottish Government.

We will continue to monitor the health of our team and our guests. Any team member with symptoms or someone in their household who has symptoms will self-isolate in line with guidelines. With the Balavil Hotel reserving the right to ask a guest to leave if a guest is showing signs and symptoms of COVID-19 for the security and protection of its guests and team members.

Together we can ensure that our community, guests, and staff are protected and informed in these difficult times.

### **Public Area | Hotel Entrances | Reception**

Public areas, such as the hotel reception, corridors, restaurants and toilets are naturally the most frequented areas of our hotel.

- Disinfectant dispensers have been placed in areas such as at the entrance, reception, toilets, and in the corridors.
- We refer to the distance regulations through markings and corresponding signs
- Employees wear mouth-nose masks in public areas
- Permanent checks of all public areas, with simultaneous disinfection of touchpoints such as handles, knobs, switches, etc.
- Non-fire doors to be left open to reduce the amount of contact points with doors and improve ventilation
- Our public restrooms should be used based on one in and one out

## **Hotel Rooms**

It is important to us that all our guests feel safe and secure in our rooms. Adequate cleanliness and hygiene are the basic requirements for this.

To guarantee this, we have implemented double protections:

- The first step is to clean the hotel room according to the house standard and in the second step, we have extended our room check by further disinfection of surfaces, switches, handles, WC, remote controls.
- Rooms will be vacant for a minimum period of 24 hours after the last departure to enhance the safety of housekeeping and future guests.
- Printed matter such as magazines, room service cards, etc. are removed.
- Bed linen and towels are treated by our external laundry company
- Open windows regularly to ventilate air
- After further review we have returned the kettle to the rooms although tea, coffee milk & sugar will be collected from Reception.

## **Restaurants | Bars**

Our restaurants and bars have now been aligned with social distancing and all regulations. Nevertheless, with our measures, we're convinced that our guests will feel at ease.

- The tables in our restaurants have been extended or altered, this results in an adjusted restaurant capacity
- The barstools in front of the bar have been removed
- Table service only - guests will not be permitted to stand at bars
- Disinfection dispensers at the entrances are installed
- All employees wear masks in the restaurant and the kitchen
- All guests must wear masks while walking around and not seated. While sitting at tables, the masks need not be used.
- Dishes, cutlery and glasses are disinfected by the dishwasher
- Food menus have been reduced and are now single use only
- All guests are placed at any time of the day. Markings on the floor indicate the distance rules. A display at the entrance to the restaurant refers to the current regulations
- Guest Registration is supplied at the time of reservation, to identify the person to contact and assist in the Track & Trace introduced by the Scottish Government
- Opening Hours can vary depending on restaurant size and hotel occupancy

As the current situation is very dynamic, regulations need to be aligned on requirements and respective progression, to provide our guests with a high level of safety. We thank all our guests for understanding the needed restrictions in our service and ask to support all measures with patience. We do hope, that we can return to normal hotel operation as soon as possible, with a high level of service, our guests are used to.