



A lot has changed over the last few months and your safety, and that of our teams is, as always, our paramount objective.

To ensure everyone's safety we're having to do things a little differently around the hotel these days. In line with government guidance, we are implementing a range of social distancing measures to create a safe and hospitable environment for everyone who passes through our doors.

In a world of 'new normals' we believe there's still a place for a little indulgence and escapism. While you've been away, we've been reviewing our policies and procedures, completing thorough risk assessments on all aspects of how we will operate and our teams are being trained to deliver safe hospitality that feels as warm and welcoming as always.

If you would like more information on our safety procedures please feel free to ask.

Government Guidance

We're following government guidelines and completing necessary risk assessments on all aspects of how we will operate. Our teams are being trained to deliver safe hospitality. Due to the developing nature of the situation and the guidance issued, we are continually updating and reviewing our policies so information you receive at the time of booking may be out of date by the time you stay at the hotel.

Our teams

Every member of staff will be trained in new health and hygiene procedures. We're implementing new policies in the workplace to prepare for our teams return to work and guest-facing members of staff will be supplied with the necessary PPE. In addition, we're in touch with our key suppliers to ensure that their practices also adhere to our high standards on health and hygiene.



WHAT THIS WILL LOOK LIKE:

Before you arrive

We will be in contact prior to your arrival with an automated registration card if you can please complete this and ensure we have the necessary information to make check-in as straight forward as possible, thereby minimising unnecessary contact on arrival. If you have any special requirements, please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

Your booking will be flexible up until 48 hours prior to arrival, when full pre-payment will be taken for direct bookings. This will make check-out much quicker and easier too.

On arrival

We've updated our check-in and check-out procedures to promote social distancing and minimise contact with staff and other guests.

We ask when you arrive at the hotel you wear a mask and when moving throughout the hotel until seated for dining or drinking. We understand that there are those that cannot wear masks – if you could just let us know prior to arrival.

For everyone's peace of mind, all guests are requested to check their temperature before leaving home. We ask that anyone recording a temperature of 38 degrees or above remains at home and postpones their visit please. We do have an Infrared thermometer at the hotel for emergency verifications.

Perspex partition screen is in place at Reception. The furniture in the hotel lobby has been rearranged and marked out to allow social distancing for people using this area. We politely ask guests to wait here before being called to check-in.

Regrettably, in line with a reduced-contact experience, we will not be routinely assisting with guest's luggage or showing guests to their rooms.



During your stay

Where possible, one-way systems are in place around the hotel, as well as signage and floor markings to remind our guests and our teams to maintain a two-metre distance when moving around the hotel.

We've scaled up our already robust housekeeping operations throughout the hotel and will be regimentally disinfecting all surfaces to prevent the spread of pathogens.. You'll be seeing a lot more of our vigilant teams who will be deep cleaning the hotel common areas regularly throughout each day.

We've installed automatic and manual hand sanitisers at stations throughout the hotel and we politely ask that you use the hand sanitiser each time you enter the hotel and upon entering dining areas. Guests are also reminded to wash their hands regularly.

Where possible, guests who are staying at the hotel are requested to use the bathroom in their hotel bedroom to reduce contact with other people using the toilets in the common areas.

Guest bedrooms

Every guest bedroom and bathroom will be fully sanitised and sealed before each new guest's arrival. All bed linen, towels are professionally cleaned on a high heat. We are also using a Steri7 fogger in the bedroom once it has been cleaned. To further prevent contamination, our Housekeeping teams will not be servicing guest bedrooms mid-stay. All in-room consumables, including toiletries, tea and coffee trays will be replaced before each stay.

Please note that only 1 Family can stay in a guest room – a twin room for 2 families is not prohibited.

Dining at the Hotel

We are lucky to have some outside space at the hotel and, while the weather permits, you'll have the option to dine outdoors in the fresh air, should you wish.



We have had to move the Grill into our Goldenstones suite to allow a clear two-metre gap between each table. To maintain social distancing, we will not be offering drinks at the bar but will be offering a full table service – or room service if you prefer. We'll request that guests book a time slot for dinner in advance of arrival, to help spread the flow of diners.

Please be aware that all service and the bar itself will be closed at 10pm as per the curfew imposed by the Scottish Government – we are more than happy to provide drinks for you to take to your room.

Breakfast will be served at your table (or to your room if you prefer) and we won't be offering a buffet service. We will be asking guests to pre-order their breakfast the evening prior so that we can have breakfast delivered to your table at an agreed time.

Our menus have been pared down to allow us to operate our kitchens with fewer members of staff and adhere to social distancing within our teams. Rest assured; we've not lost the classic dishes that we know you love nor the quality that we're renowned for. You'll still enjoy food that is beautifully presented, generous in size and of high quality, reflecting the best of regional produce. In addition, we'll be taking pre-orders so that we can sterilise your specific table and all necessary tableware ready for your meal.

To minimise the spread of infection, we are using disposable napkins. In addition, we'll also be using a single use menu.

Check Out

Please note that we are only able to accept debit and credit cards for the foreseeable future to avoid the increased risks of handling cash. Credit card machines and other shared devices will be regularly sanitised.

An emailed room bill will be available for you on the morning of check-out, or alternatively we are able to print you a copy of your bill if you prefer. If you booked directly with us, we'll have these details, otherwise guests will need to supply us with an email address.

Guests will simply need to deposit their room key at Reception, since we can automatically take payment for your stay using the debit or credit card details which we hold on file.