



the three chimneys™

## Our Covid-19 Protocols

### Public Spaces and Communal Areas

The frequency of cleaning has increased in all our public areas with emphasis on high contact surfaces and common touch points like public bathrooms, room keys and locks, counters, door handles, contactless handsets (POS) and seating areas. We are now using strong antimicrobial cleaning equipment and hand sanitisers alongside electrostatic sprayers which are highly effective at killing viruses and bacteria.

In line with the latest update from the Scottish Government and with effect from Monday 14<sup>th</sup> September, face coverings are now mandatory when entering the Restaurant and House Over-by and when moving around the buildings.

At check in please follow signage and floor markings to ensure physical distancing. We operate one-way travel in our entrances and exits and in the corridors to minimise contact with your fellow guests.

### Rooms & Housekeeping Protocols

Prior to checking in, guest rooms will have had a deep clean with additional emphasis on those high contact areas such as door knobs, light switches, remote controls, thermostats, clothes hangers and hairdryers. Tea and Coffee making facilities will be available in your room. Minibars will not be stocked, but sealed bottles of water will be available in each room (replaced on check out). Bathroom drains will be disinfected after each departure.

Our staff will wear the recommended PPE while servicing empty rooms. Following a deep clean, the room will be sealed awaiting guest check-in. Each guest will be provided with a facemask – it is optional whether you choose to wear it at this time, but UK Government guidance indicates it may be advisable in more narrow corridor spaces. Hand sanitiser will be available throughout the buildings, and also in your bedroom.

If you are with us for more than one night, we will let you decide whether you would like any items in your room refreshed, replaced or replenished or simply left untouched. We are unable to offer a full daily room service at this time.

Our turndown service is also suspended at this time. On request we can replace towels, toiletries, and replenish your tea tray. Please just ask a member of the Reception Team.

### The Restaurant

We have taken time and care to lay out our restaurant seating in line with the current two metre distancing. We will have set times for guests to dine and we will escort you and your guests into the dining room ensuring social distancing at all times.

We are able to accommodate groups of up to 6 guests in one party providing they are from no more than 2 households. For parties of 6 or more, seating arrangements will be discussed directly with a member of our Management Team.

Once again, we are giving our guests options as to how they make their menu selection. You can order from the room or in the restaurant using our newly developed App. Alternatively, we will provide disposable (single use) menus in the restaurant.

All high contact areas will be sanitised hourly and tables and chairs will be deep cleaned after each guest use. All card machines will be sanitised after each guest use, likewise pens and all other reusable guest contact items.

Our staff will wear gloves when resetting tables and for hygiene purposes we will use paper tablecloths and napkins. All crockery will be sanitised in our dishwashers prior to use and our dishwashers will be deep cleaned after each meal service.

Breakfast will be served in the restaurant to allow as to maintain social distancing during breakfast service in the restaurant. Alternatively, we can serve your breakfast in your room at no extra cost.

### **Room Service**

Guest preferring to eat in their rooms can have their meals delivered to the bedroom door at no extra cost. It goes without saying, all equipment, crockery and cutlery will be sanitised prior to use.

### **Kitchen**

Following our risk assessment, we identified a need to have less Chefs in the kitchen in order to maintain social distancing. Our menus have been creatively reconfigured accordingly and you can still expect an exceptional meal experience.

Food preparation stations will be sanitised hourly and the whole kitchen will be deep cleaned and sanitised at least once a day. Our Chefs will wear recommended PPE while preparing your food and will work at specific stations and use their own utensils. Where sharing of equipment is required these will be sanitised after each use.

We will continue to follow strict guidelines and will be in contact with the local Environmental Health Officer prior to reopening.

### **Staff Training**

Prior to reopening, all our staff will have received training on Covid-19 health and safety protocols.

- Policies – our staff understand the need for strict adherence to government recommended practices in relation to hygiene, hotel cleanliness and physical distancing. Every staff member has agreed to temperature checking on a daily basis when they are coming on duty.
- Hand Hygiene – our team understand the need for frequent and thorough handwashing.
- PPE – our team have been provided with the requisite PPE and are trained in how and when it should be disposed of.
- Physical Distancing: the most up-to-date government guidelines on social distancing will be adhered to by all our staff.
- Uniforms – uniforms will be washed in line with clinical guidelines.

### **A Warm Welcome Awaits....**

All we ask of you is to let us know at the earliest opportunity if you feel ill. If it is before arrival, please do not worry, we have a no-quibble refund policy for guests who fall ill prior to arrival.

If you feel unwell after check-in, please let us know. If you are too unwell to drive home, we will ask you to self-isolate in your hotel room. We will contact NHS Scotland for advice on the next actions including assisting them with their Test and Trace programme.

Please do not hesitate before or during your stay to reach out to us with any questions or concerns.

Warmest Wishes,

Petri Pentikainen

General Manager