

Coronavirus - Latest Update 30th June 2020.

The health and safety of all our guests and staff is our primary concern so we have taken the following steps to ensure that your stay with us is as risk free as possible:

- All bedrooms are decommissioned for a minimum of 72 hours after departure, they are then deep cleaned before being checked and signed off for re-letting.
- Guests have the option to decline a daily room service and clean, or to reduce the frequency of cleaning according to their needs.
- Room keys are placed in a sanitiser on departure and then re sanitised before being re-issued.
- Self catering kitchens are restricted to the number of guests allowed to access and workgroups can be allocated a designated kitchen to share.
- Restaurant tables have been removed to allow adequate space to ensure social distancing can take place.
- Breakfast and dinner service are available (always following social distancing guidelines), as are packed lunches, takeaways and room service.
- Room service trays will be left outside of the door and should be left outside for collection.
- Disposable menus are in use and menus are also available via QR reader or the website.
- Breakfast buffets will consist of pre-prepared and pre-packed items only – cereals, yoghurts etc and milk and juice will be from non-contact dispensers. Cooked items will be served by staff wearing appropriate PPE.
- The bar layout complies with social distancing guidelines and table service will be encouraged. Standing at the bar will not be permitted.
- The gym is available to residents by special arrangement – numbers and times are restricted to allow for cleaning and sanitising.
- Back of house areas and staff subject to increased vigilance and hygiene operations. All staff have their temperature checked on arrival at work.
- Hand cleansing wipes and sanitising sprays are available in all public spaces and in every guest room (subject to availability).
- Additional waste bins have been provided for the safe disposal of used wipes and tissues etc.
- Increased disinfection frequency of kitchen areas, sanitary facilities, and public areas.
- Focused disinfection of hand touch items including door handles, window handles etc.
- Hygiene screens are in place at reception.
- Posters are positioned throughout the buildings to remind staff and guests of good hygiene practices.

Pending actions:

- Our reservations system is being developed to allow remote check in and check out.
- New bedroom door locks are being sourced to allow card or phone app access

If you have any further concerns or needs please contact us, we are happy to help.

Joanne Arthur

Director and General Manager