

## OUR APPROACH TO CORONAVIRUS

At Hotel Hebrides & Kirklea Island Suites, we take great care for the safety and health of our employees and guests. Our staff are extensively briefed on the additional measures expected and understand the importance of these additional measures.

We politely request that if you are displaying any symptoms of Covid-19 you call us to postpone your stay. Symptoms can include a high temperature, a new and persistent cough and loss of taste and smell. Find out more <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

### What to expect from Hotel Hebrides & Kirklea Island Suites

#### Enhanced Cleaning Protocols

- Our staff will be wearing PPE whilst cleaning rooms and apartments. This will consist of gloves, masks and disposable aprons
- New hand sanitiser stations throughout the entire hotel
- Increased frequency of cleaning in all public areas, using hospital grade antibacterial products and a sanitisation compressor spray
- A sanitisation compressor spray will be used in all rooms and suites between stays to destroy bacteria, pathogens and viruses

#### Guest wellbeing measures

- We will require all guest to complete and send back a health questionnaire prior to arrival
- Directional signage and controls to reduce congestion
- New hand sanitiser stations throughout the entire hotel

#### Employee safety initiatives

- Daily temperature checks and careful monitoring for other symptoms
- Specific training on Covid-19 and on the modifications made to our procedures to reduce the risk of transfer
- Uniform adaptations to incorporate Personal Protective Equipment (PPE)
- Installation of Perspex protective screens at reception for peace of mind

#### Physical distancing measures

- Appropriate physical distancing measures throughout the entire hotel in line with Scottish Government guidance
- Furniture re-configuration and capacity reductions in public spaces, bar and restaurant areas
- Amended food and beverage service to reduce close contact
- Contactless payment methods including credit/debit cards, Apple Pay and BACS

## OUR APPROACH TO CORONAVIRUS

### Check-in

#### Hotel Hebrides

- A pre-arrival health questionnaire will be sent to you, please ensure this is returned prior to arrival.
- Rooms will be available from 4 pm on day of arrival and should be vacated by 10 am on day of departure.
- Due to our reception area being small, we will ask you to let us know of your expected time of arrival and may need to contact you prior to arrival to arrange a set time for check-in. Please do not arrive ahead of this time. If you are running late, please inform reception as soon as possible so your time for check-in can be amended
- We have put in place signage on arrival and throughout the entire hotel detailing the guidelines, we have in place to protect you and our team. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
- When you approach the building, please do not enter if you see someone exiting or if you can see there is another person at reception. If it is possible to maintain physical distancing and come just inside the front door then please do so. Please bear in mind the reception area is small and physical distancing will be challenging if people begin to congregate.
- You will be asked to fill in some details, staff will explain the procedures in more detail, and you will be handed your key for your room. We will also be asking you to book a time for breakfast.
- To ensure swift check-in and reduced-contact experience, please note we will only be accepting debit and credit card payments for the foreseeable future, to avoid the handling of cash.
- Full payment for your stay will be taken from the card you gave to secure your reservation on the day of arrival, any extras must be settled prior to your departure.

#### Kirklea Island Suites

- A pre-arrival health questionnaire will be sent to you, please ensure this is returned prior to arrival.
- Apartments will be available from 4 pm on day of arrival and should be vacated by 10 am on day of departure.
- In normal times we love to meet and greet all our guests, so we would usually ask guests to check-in at Hotel Hebrides reception. However, as we want to ensure the safety of all our employees and guests, we will instead do a contactless check-in. You will be contacted prior to arrival either by email or by phone to confirm which suite you will be staying in and what time you will be arriving.
- Full payment for your stay will be taken from the card you gave to secure your reservation on the day of arrival, any extras must be settled prior to your departure.

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### Accommodation

- Prior to your arrival your room/apartment will be cleaned and disinfected in line with Scottish Government guidelines.
- A sanitisation compressor spray will be used in all rooms and suites between stays to destroy bacteria, pathogens and viruses
- Fabric items such as mattresses, pillows, carpet, chairs and other furniture are sprayed with an approved sanitisation compressor spray, which is effective in killing Covid-19 but otherwise harmless to you and us.
- Linens, towels and robes are professionally washed on high heat, with added sanitisation. Slippers and all consumables are replaced before each stay.
- Our housekeeping team undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
- Daily housekeeping will not be available unless absolutely necessary to avoid the risk of transfer of Covid-19. If any cleaning or maintenance is required, we politely ask that you vacate the room to allow our staff to access safely.
- Should you need items such as towels, etc... Please contact reception by dialling 0. Housekeeping will leave items outside your room.
- We have made the decision to remove all soft furnishings, curtains, shampoo, conditioner and soaps to reduce the risk of transfer of Covid-19. We have shampoo, conditioner, body wash, soap and other hygiene products available at reception on request
- We have PPE equipment (masks and Essence of Harris hand sanitiser) available to purchase at reception if you wish for £3.50

**\*\*Where possible we would ask you to take your own personal cleaning / hygiene products / PPE to reduce the risk of transfer**

### Common areas

- We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
- We have set up hand sanitising stations throughout the entire hotel for you to use and we politely ask you use these as often as necessary, particularly when entering and exiting the hotel or different areas within the hotel.
- We have equipped our customer toilets with sanitising hand wash at the basins, as well as contact-free hand dryers and/or disposable hand towels.
- To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
- When walking through the hotel we ask that you please use your discretion and consideration by keeping with the Government's guidance. We have put in place floor markings and guidance signage throughout the hotel to assist.

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### Food and Beverage Procedures

**\*\*Prior to dining with us for breakfast, lunch or dinner all tables, chairs and menus will be thoroughly cleaned and disinfected and again after each sitting using a sanitisation compressor spray**

#### Breakfast at Hotel Hebrides

- When you check in to Hotel Hebrides you will be asked to book a time for breakfast. We respectfully request that guests endeavour to adhere to times to ensure flow and guest safety.
- Breakfast is served in the Restaurant. Please wait to be shown to your table. There will be no buffet options, rather all buffet items including juice, cereal, continental and yoghurts will be served to your table by a member of staff. We will provide you with single serve jams, milk, butters and other condiments directly from our kitchen.
- To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.

#### Evening meals

- A reduced dinner menu will be available for residents. Prior booking is essential. Times will be confirmed during check-in, we respectfully request that guests endeavour to adhere to times to ensure flow and guest safety
- Please wait at the entrance and a member of staff will show you to your table. If the entrance is not clear, please wait outside until it is safe to enter. We will be offering a full table service - please do not stand at the bar
- We ask, where possible, that guests do not charge to their rooms and instead pay for any food/beverage as they go
- To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.

### Check-out

- Payment for your stay will be taken on the day of arrival. Any food or beverage you have charged to your room or suite will need to be settled prior to your departure. Please do this the evening prior to your departure.
- Hotel Hebrides guests - please leave your keys on the reception desk when you leave.
- Kirklea Island Suites guests - please leave the key in the door (inside).
- To allow us time to clean and prepare rooms and suites we have had to amend our check out time to 10 am. We kindly request that guest consider checking out on their way down for breakfast.