



*Loch Leven Hotel regards the safety of both our guests and staff of paramount importance. We are continuing to monitor and implement amendments where necessary in line with Government legislation and guidance. In the meantime, we have amended our safe working procedures internally and we would like to share the most pertinent with you now for when visiting us.*

*If you have any questions or would like to discuss anything in more detail please get in touch by calling 01855 821236 or emailing us at [reception@lochlevenhotel.co.uk](mailto:reception@lochlevenhotel.co.uk)*

### **Reception**

- Upon arrival you will notice that our reception team won't be as front facing as usual but we will still be as friendly and welcoming as before and are here to help you! Ideally the usual arrival procedures will be completed prior to your check in at the hotel. As long as all the necessary information has been provided, check in should be quick, contactless and safe! Upon arrival we will present all guests with an envelope containing your sanitised key and important information for your stay.
- Our reception team will be taking pre-bookings for breakfast and dinner times, as well as breakfast pre-orders by 8pm day before.
- All payments will be completed remotely where possible.
- Please pay by card (contactless if possible), we will not be handling any cash unless absolutely necessary and might have limited amount of change on site.
- During your stay we will encourage you to contact reception by telephone should you need anything.
- We would encourage our guests to pay as they go to allow a quick checkout. If you do wish to put anything on your room bill, you can collect your invoice from reception on the morning of departure.

### **Food and Beverage**

- We will be observing strict limits to how many guests we can serve at any one time. Please bear with us as we adjust to these new working practices and any delays that may come as a result. This is all new to us as well as our guests!
- We have currently withdrawn all buffet services so breakfast will need to be pre-ordered and pre-booked with collection from a designated area.
- We will operate table service in the bar and pre-booking is essential as we will have to limit the number of people in the premises at any one time.
- Room service is available free of charge, however this needs to be booked in advance as there might otherwise be a delay in the service.
- Due to NHS Track & Trace regulations we will be taking contact details from the lead booker just in case we need to contact you at a later date.



- All of our menus will be either single use paper copies or laminated and sanitised each time they are handled. We also have QR codes for our menus to be viewed on mobile devices.
- We can supply disposable (compostable, where possible) cutlery upon request.
- Some of our rooms are large enough for dining in, we have withdrawn our room service charges for the time being. Any room service that is ordered will be left outside of your room and will no longer be brought in, once you have finished, give us a call and just leave the tray outside of your room and we will collect. It will be necessary to pre-book a time for room service meals.

### **Hotel Cleaning**

- We have added to our already rigorous cleaning regime to make sure you feel as safe as possible. This may impact on the service you receive as our team may occasionally be away from their usual positions to complete their hourly sanitising duties. Nevertheless, we hope you agree with us that this is for the best and overall safety of both our team and guests.
- We are currently not offering any linen changes during your stay and our staff are not allowed to enter occupied rooms, unless absolutely necessary. However, you will be able to phone down to reception to ask for any extra amenities you need during your stay and these will be placed outside of your room for you to collect at your convenience.
- We have added sanitiser stations by each entrance, we have a regular cleaning schedule for all common touch points and communal toilets, our communal toilets will stay open to guests dining or drinking with us.
- We would request that if you are a guest staying at the hotel to use your own bathroom facilities, where possible.

### **General Procedures**

- Our team will be making sure they follow appropriate social distancing and we ask for all guests to also participate.
- Please follow our guidance for hygiene procedures before/after handling items such as gift items for sale or books in our Literature Lounge
- Books in our Literature Lounge are still available for all guests to enjoy, we would ask that guests would wash or sanitise their hands before touching the books and drop off any books that have been browsed/read in a dedicated box located in the Lounge
- The team might be wearing PPE to do their job, please note this is for the safety of both you and us
- We have one way systems in place in certain areas, however our team might need to walk against the one-way system in order to perform their duties, we would kindly ask that you would make way if you see a member of the team trying to get through.
- In the occurrence that our fire alarm was to sound please do evacuate safely. The fire assembly point is in the car park to the front of the hotel. Social distancing should still be adhered to.

*We truly look forward to welcoming you to our safe Highland haven!*