Updated March 2021

Safely Sound Program

Kingsmills Hotel Inverness

We are closely monitoring government policy changes, Public Health Scotland, HSE advice, government mandates and will continue to make changes as required or applicable to our policies and procedures.

Statement from Tony Story, CEO, Kingsmills Hotel Group

We are delighted that, after the months of lockdown that we have all endured, you are now considering a visit to the stunning Highlands of Scotland. We are even more delighted that you are considering visiting us at the Kingsmills Hotel. The Highlands has some of the most stunning scenery in the world; wide open spaces, an abundance of nature and the warmest of welcomes.

It truly broke our hearts to temporarily close the Kingsmills Hotel, but we have worked tirelessly to develop a programme to keep you, our guests, many who have become friends, and our team members, as safe as we possibly can.

We have drawn on the magnificent work done by all of those in the NHS and social caring professions who have done so much to inspire us in recent times. This has led to our "Safely Sound" programme that builds on our existing high standards of hygiene and cleanliness. This protocol is drawn on the best information and working practices available to us from many different environments and much painstaking research has been done involving worldwide experience in the hospitality and hygiene industries 'best practice.' This will be the new normal for the Kingsmills Hotel Group.

Highlighted below are just a few examples of what "Safely Sound" will mean for you. More detailed information on the programme is available on our website. Above all we want you to know that your safety and trust in us is our Number One priority and when you visit the Kingsmills Hotel you will have the confidence that every possible precaution that can be taken, has been taken.

We want you to visit us in the Highlands and sleep *Safely Sound* in the knowledge that we are there for you.

This programme will be constantly evolving and is certainly not gathering dust – please pardon the pun! As new information and products become available, we will review and improve our approach to the evolving landscape. However, some new initiatives to reassure you are

- Our pre-check in calls will confirm that all guests have not experienced any of the government COVID symptoms in the 7 days leading up to their stay

- All staff's temperatures checked at the start of each shift

- Significantly increased time for our housekeeping team to meticulously prepare your room for arrival. (This includes anti-viral cleaning and electrostatic procedures and a room sealed awaiting your arrival)
- Air change programme.
- Maximum possible time between one guest leaving and another arriving
- Option to choose our Kingsmills Housekeeping Light to maintain "Household integrity" (our team will not enter your room once you have taken residence, without guest permission)
- Advance of arrival check-in procedure and car park check in
- Social distancing implemented throughout our public areas
- We will be increasing the intensity of cleaning in our food and beverage areas and we will utilise our meeting spaces and private dining rooms as additional lounges and restaurants to enhance our social distancing
- Additional seating for outdoor dining

We are fully committed to doing our very best for you – that is the Kingsmills way. It's what we are known for and whilst these strange times dictate social distancing, know that our warmth and hospitality will surround you as always.

Please make your reservation with the Kingsmills Group knowing that you are in dedicated, caring, responsible and approachable hands. To our old friends that we have missed over recent months, we look forward to welcoming you back. To the new friends we have yet to meet, we hope that our "Safely Sound" programme reassures you of our very best efforts to keep you *safe* and *sound* – and always with the famous Kingsmills Highland welcome.

Please follow this **link** to read our Safely Sound program in full.

1 Employee and Guest Well-being

At the Kingsmills Hotel Inverness, the health and well-being of our employees and guests is of paramount importance to us.

Temperature Checks. Locations of entry will be limited to staff with specific areas being allocated to each department. On arrival heads of department (HOD) or supervisors will conduct non-invasive temperature checks on all staff.

All guests are asked to check their temperature before leaving for the hotel. Anyone displaying a temperature of 38 degrees Celsius or above **SHOULD NOT** travel to the hotel. Furthermore, if guests have had any of the following symptoms in the 7 days leading up to you stay – a new or continuous cough, a high temperature or a loss of taste or smell they **SHOULD NOT** travel to the hotel. Please follow the government advice on self-isolation and contact the hotel so we can rearrange the stay.

Social Distancing. Guests are advised they must practice social distancing, wherever possible, by standing 2 meters away from other groups that are not travelling with them or part of their household while standing in queues, waiting for lifts, or circulating around the hotel. Furthermore, we will ask guests to wear face coverings, which will be provided on arrival, when circulating around the hotel. Restaurant tables and other physical layouts will be arranged to ensure appropriate social distancing. When guests are seated, they will not be required to wear a mask, as they will be in socially distanced seating areas.

Employees will be asked to wear masks at all times and/or appropriate PPE and will be reminded not to touch their faces and stay at least 2 meters from other guests wherever practically possible.

Hand Sanitiser. Hand sanitiser will be placed at key guest and employee entrances and contact areas such as reception areas, lobbies, restaurant entrances, lift landings and throughout back of house areas for employees. Sanitising wipes will also be placed in lift cars for use on controls. Hand and body lotion, to prevent skin from drying out due to frequent sanitising, will also be provided in guest rooms and throughout the back of house areas.

Front of House Signage. There will be health and hygiene reminders throughout the hotel including physical markings to ensure social distancing.

Back of House Signage. Signage will be displayed reminding employees what PPE they are required to wear, how to and how frequently to wash hands, how to sneeze and to avoid touching their faces.

Employee and Guest Health Concerns. All of our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property and we have clearly developed COVID-19 discovery protocols. All guests that develop any of the three government key symptoms, specifically a high temperature, a new, continuous cough and/or loss of taste or smell will be asked to self-isolate in their room and notify reception staff by telephone. We will be ready to provide support to our guests.

Employees are instructed to stay home if they do not feel well and are instructed to contact manager if they notice a co-worker or guest displaying or complaining of a new continuous cough or a high temperature. In this event employees must request a government test as soon as practically possible.

Case Notification. If we are alerted to a suspected case of COVID-19 at the hotel we contact Health Protection Scotland.

2 Employees Obligations

Kingsmills Hotel employees are crucial for an efficient and successful health and sanitisation program.

Hand Washing. Correct hygiene and frequent hand washing with soap is of vital importance to help combat the spread of the virus. All Kingsmills Hotel employees have been trained in correct hand washing techniques and this has been augmented with posters in back of house areas showing correct technique. Employees have been instructed to wash their hands, or use hand sanitiser when a sink is not available, every 60 minutes as a minimum (for 20 seconds) and after any of the following activities: using the toilet, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, before entering a guest room, entering the kitchen, entering the hotel, entering the restaurant, going on and after a break and before and after starting work.

COVID-19 Training/ Safely Sound Program. The Kingsmills Hotel has developed the Safely Sound program that forms the basis for our health and disinfection cleaning programs. All employees will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food and Beverage, Hotel Operations and Concierge.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence with national and local regulations. Training on how to properly use and dispose of PPE will be mandatory within the Safely Sound training program. Every employee entering the hotel will be required to wear a face covering and keep this on at all times, expect during their break.

Daily Pre-Shift and Time Keeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate social distancing between employees. The Kingsmills Hotel has been effectively using Microsoft Teams to reduce physical meetings and will continue to do so for the foreseeable future.

All departments will stagger arrival times to allow employees to enter the building, minimizing the volume of traffic in the back of house areas. Hand sanitiser will be available adjacent to the staff entrances and employees will be required to sanitise their hands immediately when entering the building. Each department has been given individual advice on which entrance and changing facility to use to minimise the interaction between staff and other departments.

The Hotel Manager and the Operations Managers will review all global rotas to maximise the staggering of start times.

All uniforms must be laundered at the end of each shift at the maximum temperature the fabric can tolerate, or a minimum of 60 degrees Celsius. No other items of clothing may be laundered with staff uniform. [1]

In line with government advice staff will be encouraged not to use public transport and to travel by foot, bicycle or car but staff must not share transport with anyone outwith their household.

Staff transport is provided at the hotel but is limited and only available at the end of bar shifts, late at night or early shifts before 7am when public transport is not available. The minibus will be limited to 3 passengers, including the driver, and face coverings are to be worn at all times in the mini bus. The hotel will try to operate a "buddy" system whereby the same staff will only travel with each other. All vehicles will be well ventilated, i.e. the windows open, to help reduce the transmission of the virus. Staff vehicles are to be disinfected at the start and end of all journeys.

Sanitising wipes will be used to wipe the terminal down before and after use. It will be the responsibility of HOD's to report attendance. The daily informer will now to be electronic and sent out by email by the night team.

3 The Guest Journey

Pre-Arrival. Prior to arrival, guests will be contacted by telephone by a member of the reception team to complete the check-in process, minimising contact at reception on arrival. The team will request the guest's full address and car registration number.

The team will take payment pre-authorise credit for use in the bars and restaurants. The amount has been increased to £100 per room per night, as cash is no longer accepted in the bar or in restaurants.

[1] https://www.nhs.uk/common-health-questions/infections/can-clothes-and-towels-spread-germs/

(Cash will be accepted at reception, bar and restaurant only on check out but is to be avoided where possible.) Throughout the stay guests will be emailed bills electronically and the reception team will actively encourage guests to check electronic bills for accuracy.

At this stage, before their arrival, guests will be requested to check their temperature to ensure that it is below 38 degrees Celsius on the day of departure. Guests will also be asked if they have had a new or continuous cough, had a high temperature or have lost their sense of smell or taste at any point in the last 7 days. If they do, or have a temperature above 38 degrees Celsius on day of departure, they will be instructed not to travel to the hotel. The hotel will be carrying out random, contactless checks at check-in. If you are unable to check your temperature on departure for the hotel, hotel staff will be able to do this on arrival but if a guest is found to have a high temperature they may not be allowed access to the hotel and will be directed to the appropriate medical care.

Guests will be informed of the Safely Sound program and be told where full information can be found on the website. (Safely Sound program details will also be sent on booking confirmation emails.)

The reception team will confirm dining arrangements for breakfast, lunch and dinner and will require booking times for dinner where possible.

Guest Arrival

- A member of the concierge team will greet each vehicle arriving to the hotel where practically possible
- Visitors will be asked whether they have any of the 3 government symptoms in the last 7 days - a high temperature, a new or continuous cough or loss of taste or smell, asked if they checked their temperature on departure, given a face covering to put on and then asked to use hand sanitiser as soon as they enter the building. No medical information will be recorded that has been provided by guests.
- Guests will enter the hotel through doors that are either propped open, are automated or opened by an employee.
- Employees will not open doors of cars or taxis.
- Guests who are unable to take their own bags and requiring concierge will be asked to take the luggage out of the boot of the car then the concierge team will organise its distribution to

the guest's room. There will be a dedicated route and the porter will not travel to the room with the guest to maximise social distancing. The concierge trolley will be disinfected after each use.

- Guests will be given a welcome pack containing their room key and information, social distancing requirements and the reception or concierge team will confirm reservation times for dinner.
- The pack will also include a COVID 19 awareness card outlining the health and disinfection steps being taken by the hotel and social distancing measures in place.
- The hotel will be offering a "Housekeeping Light" service where no one will enter their room for the duration of their stay. If any items are needed they can be requested from reception by telephone. A traditional housekeeping service will still be available but guests cannot be in the room whilst room attendants are servicing the rooms, this should be requested at check-in.

Hotel Guest Elevators

- Disinfectant wipe dispensers will be fitted to the lift to enable guests to clean the buttons before use.
- A hotel employee will be present to disinfect the button panels at routine intervals, at least once per hour.
- Only guests of the same household may travel in the lift together and staff will only be permitted to use the lift for large heavy items.
- Signage will be posted to explain the current procedures.

Guest Room Disinfection

- Guests will be allocated a room that has been thoroughly cleaned, disinfected (as per the Safely Sound Program) and sealed with a disinfection sticker/seal that the guest will break upon entry.

Guest Check Out

- There will be no need for guests to check out traditionally at reception. All final bills will be emailed to guests at 5am on the morning of departure.
- We ask guests to accept via Chico. If guests have any questions on the bill will ask guests to call reception from the phone in their room.

- The length of time it takes to clean a room under the Safely Sound program is around 50% longer, guests will be asked to call reception when departing their room.
- Key cards to be sanitised after use.

4 Cleaning Products and Protocols – Safe and Sound Program

In response to the on-going COVID19 crisis the Kingsmills Hotel Group has developed a new cleaning and disinfection program called Safely Sound. Safely Sound has been developed to deliver an industry-defining standard of cleanliness and disinfection at the Kingsmills Hotel. The hotel has undergone elevated training to ensure our cleaning and disinfection practices allow our guests to enjoy an even cleaner and safer stay from the moment they arrive at the hotel.

Safely Sound builds upon the extremely high standards found at the hotel by introducing hospital-grade disinfectants and cleaning practices typically found in a hospital environment. The program has been developed to meet the ever-evolving consumer expectations during the COVID-19 pandemic where the foremost priority of the Kingsmills Hotel Group is the safety of our guests and employees.

The Kingsmills Hotel uses cleaning products and protocols for use against the virus that causes COVID-19 and is effective against viruses, bacteria and other airborne and blood pathogens.[2] Electro static disinfectant sprayers[3] containing hospital grade disinfectant[4] will be used in high traffic areas, guest rooms and on high touch surfaces. We are working with our suppliers to ensure a constant supply of these necessary cleaning supplies and PPE. Housekeeping, Food and Beverage and Kitchen staff are the principal departments responsible for all cleaning and disinfecting

[2] https://diversey.com/en/solutions/infection-prevention/oxivir

[3] https://ecostatics.com/

[4] https://ecostatics.com/chemical-solutions/

in their respective areas. Other departments will be in support as appropriate for employee and guest service and safety.

Public Spaces and Communal Areas. The frequency, intensity and duration has been increased to all public areas with an importance placed on frequent contact surfaces including, but not limited to, front desk check-in counters, concierge desk, lifts and lift buttons, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces and seating areas.

Guest Rooms. As part of our Safely Sound program much of the loose collateral will be removed including the alarm clocks. All items are available on request. We are also investigating the use of QR codes to provide as much of our menus and collateral as possible. Tea and coffee making facilities will remain in the room in sealed packets with the kettle being cleaned and sanitised after each stay. Single use paper cups for coffee and tea will be available in rooms.

Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular importance paid to high-touch items including TV remotes, toilet seats and handles, door and furniture handles, taps, shower controls, nightstands, telephones, in-room controls, light switches, mini bar doors, safes, luggage racks and floors. All high-touch items will be checked with a UV black light to look for any missed areas.

Bedroom windows will be opened as fully as possible to ventilate the rooms allowing as great an air change as possible for as long as possible.

Steam cleaning equipment is being trialled for cleaning upholstery items. Shield Plus will be used every 90 days on upholstery.

Upon check out each room will be cleaned and disinfected with an electrostatic sprayer and then will be sealed with a disinfection sticker that will only be broken by the guest entering.

Laundry. All bed linen and laundry, including towels, will continue to be washed at a high temperature and in accordance with HSE and NHS guidelines, above 65 degrees Celsius.

Back of the House. As with the public spaces the frequency, intensity and duration of the cleaning and disinfection will be increased to high traffic areas with an importance on employee entrances, staff canteens, staff changing areas, toilets, offices and kitchens.

Shared equipment. Any tools or equipment that are shared will be disinfected during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, electro-static sprayers, computers and any other communication devices, payment terminals, handheld POS devices, static POS devices, kitchen implements, maintenance tools, cleaning equipment, keys and all other direct contact hotel items.

Air filter and Comfort Cooling Cleaning. The intensity and frequency of cleaning and disinfecting air filters of comfort cooling units has been increased in line with REFCOM (Register of Companies Competent to Manage Refrigerants)[5] and manufacturer guidelines. This will be 4 times a year.

Room Recovery Protocol. In the event of a possible case of COVID-19 the guest's room will not be returned to service and quarantined. The room will not be returned to service until the case has been confirmed or cleared. In the event of the case being positive, the room in question will only be put back into service after undergoing a further enhanced disinfection protocol by a third party expert approved by Health Protection Scotland.

5 Face Covering & PPE Distribution Locations

Front of the House. All guests will be provided with a face covering for the duration of their stay at check-in. These will be provided, in a sealed bag, to the guest by a member or the concierge team or by a member of the reception team. Additional masks are available from reception at a cost.

Back of the House. As part of their uniform, staff will be provided with 3 reusable face coverings and as per the uniform standards will be required to be taken home in a sealed bag and washed

[5] REFCOM Technical Bulletin TB/048/4: COVID 19 and Air-conditioning Systems 8/4/20

after each shift. All other PPE will be housed in department specific locations including housekeeping, concierge and maintenance.

6 Social Distancing

Throughout the hotel we aim to meet or exceed the government guidelines on social distancing. To further protect the social distancing and safety of our guests, all will be asked to wear a face covering when circulating around the hotel. When guests are stationary, in a designated socially distanced seating area, masks are not required.

Queuing. In all areas where guests or employees queue there will be clear signage for appropriate social distancing.

Hotel Reception Desk. Reception staff will be protected by Perspex screens; PPE and their workstations will be 2 metres from one another.

Reception and Bars. There will be a reduction in capacity in the Inglis Restaurant, Conservatory Restaurant and Whisky Bar to allow a minimum of two meters between each seated group. The whisky bar will be fitted with a Perspex screen. Additional dining rooms and lounges will be offered in the Burns, Adams and MacLeod rooms.

Back of the House. The same social distancing protocols will be followed in the back of house areas as are being used front of house. Social distancing will be used when serving staff food, in associate dining areas, shared office spaces and in any other high concentration areas to ensure the correct social distancing between employees.

DEPARTMENT SPECIFIC DISINFECTION STANDARDS

Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements.

7 HUMAN RESOURCES & STAFF CHANGING

Employee PPE & Hygiene

- HR staff must wear face coverings when circulating around the hotel.

Cleaning and Disinfecting Protocol

- A clean desk policy is in operation, all IT equipment are to be cleaned and disinfected at the end of each shift along with all high-touch and infrequent contact items.
- Staff changing to be cleaned in accordance with Safely Sound guidelines.

Social Distancing Protocol

- Due to the size of the HR office only one member of staff is permitted at any one time. From immediate effect no more meetings are to be held in the HR office and no staff are to visit the HR office. If required, staff should phone HR and if required, are to book a meeting room where social distancing can be maintained to discuss their issue.
- HR will also make use of video conferencing.
- HR staff are to maintain proper social distancing when distributing employee uniforms
- Changing Room floors to be clearly marked with available and unavailable spaces to be used for dressing – the number of staff in anyone time will greatly reduced by staggered starting and finishing times

8 HOUSEKEEPING (PUBLIC AREAS)

Employee PPE

- Gloves (single use or disinfected reusable) to be used for all cleaning and rubbish removal in sealed bags
- Face coverings to be worn at all times in the public areas

Cleaning and Disinfecting Protocol

- Employees to disinfect high touch public area surfaces at least once per hour, including but not limited to
    - Lift controls
    - Entry doors
    - Stair handrails
    - Employee dining tables and counters
    - Front of house restrooms
    - Reception desk
    - Concierge desk
    - Any Perspex protection screens
- Employees to disinfect other public area contact surfaces at least every four hours
    - Credenzas
    - Employee smoking areas
    - Guest smoking areas
    - Back of house toilets and changing areas
- Employees to disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
    - Individual offices
    - Emergency exit stairs

Social Distancing Protocol

- Staff must adhere to social distancing in the public and back of house areas at all times wherever possible
- Staggered starting times

Guest Considerations

- No department specific considerations

9 HOUSEKEEPING & MAINTENANCE (GUEST ROOMS)

Employee PPE & Hygiene

- Gloves (single use or disinfected reusable) to be used at all times
- Gloves to be changed after each room or disinfected if re-usable, with proper hand hygiene
- Disposable aprons to be used at all times
- Aprons to be changed after each room

Cleaning and Disinfecting Protocol

- Carts, trolleys and equipment to be disinfected at the start and end of each shift and are to be emptied at the end of each shift to allow disinfection to be carried out
- Steam cleaning is being trialled for upholstery items.
- Any shared equipment to be disinfected at the start and end of shift

- UV Black Lights to be used to check room
- Golf buggy to be cleaned and checked at the start and end of each shift
- Pillow protectors to be sprayed with shield plus once every 3 months.
- All items stored on the housekeeping shelves are to be placed in bags and not exposed to the air
- Rooms to be disinfected with electrostatic sprayers after checkout
- Disinfected rooms to be sealed with a disinfection label (only the new guest staying in a room will break the seal.)

Social Distancing Protocol

- Room maids are to minimise contact with guests while cleaning guestrooms; maids or members of the maintenance team must not be in a room whilst there are any guests present
- All windows to remain open until sealing
- Staff must adhere to social distancing in the public and back of house areas at all times wherever possible
- Staggered starting times

Guest Considerations

- Any collateral that can be reused is to be removed from rooms, crucial information to be printed on single use collateral and/or electronically posted by email or QR code
- Disposable collateral to be disposed of after each stay
- Paper copies of newspapers will no longer be provided
- Minibars to be disinfected after each guests stay and fitted with a seal to be broken on opening
- Any extra pillows and blankets are to be removed from the room
- As part of the Kingsmills Hotel Safely Sound Program special disinfection consideration will be applied to the following items
    - Desks, counter tops, tables and chairs
    - Phones and remotes
    - Thermostats, radiators and controls
    - Air-conditioning controls
    - Cabinetry, pulls and hardware
    - Doors and doorknobs
    - Bathroom vanities and accessories
    - Bathroom fixtures and hardware
    - Windows, mirrors and frames

- Loose lighting, lights and lighting controls
- Wardrobes
- Hangers and other amenities
- Safes

10 RECEPTION (FRONT OFFICE TEAM)

Cleaning and Disinfecting Protocol

- Disinfect all guest touch points after each transaction including PDQ machines, pens and registration countertops
- Rooms keys to be disinfected before stocking
- Offices, desks and any other area of the registration desk to be deep cleaned and disinfected at shift change

Physical Distancing Protocol

- Re-position check-in workstations to ensure they are two meters apart
- Perspex protection screen
- A member of the team situated on the floor outside the Perspex screen to provide guidance to ensure social distancing is adhered to
- Implement peak period queuing procedures to ensure the number of guests does not exceed the capacity
- Staggered starting times

Guest Considerations

- Ensure all doors are propped open or electronic
- No left luggage service permitted

11 BACK OFFICES

Cleaning and Disinfecting Protocol

- Each member of staff to disinfect their working area at the start and the end of each shift
- Housekeeping team to clean all shared touch points and areas around staff desks at four hour intervals
- Disinfect hands on arrival and exiting the office

Physical Distancing Protocol

- Re-position workstations to ensure they are two meters apart
- Screens separating work areas

- Kitchen seating area to be closed with immediate effect, only staff dining facilities may used
- Hot desks no longer permitted
- No shared office equipment where possible, if there is any requirement for shared equipment it must be disinfected before and after use
- One way system into / exit from offices
- Use of Microsoft teams for meetings
- Working from home if possible
- No-one to make coffee/tea for anyone other than themselves

12 CONCIERGE & MEETINGS/EVENTS SALES

Cleaning and Disinfecting Protocol

- Disinfect conference rooms doors, tables, chairs, light switches and any other equipment after each use
- Concierge desk to be removed of computer and replaced with an iPad.
- The iPad will only be used by the shift leader
- Concierge desk to be cleaned a minimum of every four hours and at the start and end of every shift
- Sanitiser to be available in every meeting room

Physical Distancing Protocol

- Seating capacities and required layouts to be reviewed on an event by event basis to ensure correct social distancing and to reflect government guidance
- Show-rounds and event meetings to be done virtually and/or appropriately socially distanced

Guest Considerations

- Produce examples of socially distanced floor plans in collaboration with Food and Beverage
- Each event to have signage reminding guests of appropriate social distancing, required PPE and personal hygiene requirements

FOOD AND BEVERAGE

13 Restaurants, Bars and Lounges

Employee PPE & Hygiene

- Employees are to use proper hand hygiene as outlined in the Kingsmills Safely Sound Procedures before serving food or

beverage items and again after handling the removal of food and beverage items from a table
- Hand sanitiser stations available in all restaurant, bar and lounge areas

Cleaning and Disinfecting Protocol

- Maître d' stands including all associated equipment are to be disinfected at least once per meal period
- Service stations, worktops, handrails and trays are to be disinfected at least once per meal period
- POS terminals and handheld terminals are to be assigned to a single staff member where possible and disinfected between each user and before and after each shift. If multiple users are required, users must disinfect their hands after every use.
- Dining tables, bar tops, stools, chairs, wine coolers to be disinfected after each use
- Condiments to be served in single use containers
- Bill folders, pens and all other reusable guest contact items are to be sanitised between use.
- Menus to be single use with one menu covering all F&B areas or to be provided with QR codes
- Disinfect trays and tray stands after each use
- Food preparation and kitchen sections to be disinfected once every meal period
- Kitchens to be deep cleaned and disinfected twice a day
- When items are ready, they are to be left on the pass and transferred to the front of the house without contact
- Kitchen service doors to be disinfected once per hour
- All room service equipment to be disinfected at the start and end of each shift and before and after every use by a guest

Physical Distancing Protocols

- Guests to be encouraged to make a booking for dinner times. Allowing sitting times to be staggered. In the event of walk-ins supervisors and managers to manage physical distancing of queues (in addition to signage)
- Busy period queuing measures to be prepared in the event guests are not able to be sat immediately
- All groups of tables and chairs are to be set out two meters apart from each other assuring appropriate social distancing
- Guests may only sit with other members of their household or the group they are travelling with

- The Burns, Adams, MacLeod and, if required, Kingsmills Suite will be used as restaurants and lounges to allow social distancing. There will be a supervisor in each section to ensure social distancing.
- Food and drink service is strictly table service.
- If possible and subject to occupancy levels, guests will be allocated a table for the duration of their stay
- Room service delivery will be placed on a luggage stand outside the guests bedroom, and guest to remove from stand whilst member of staff stands back.
- Guests to notify when items are ready for collection

Guest Considerations

- All guests will be provided with a disposable tissue or mat or zip lock bag to place their face covering on when seated at the table
- Straws to be stopped immediately
- No napkins to be placed on the guest lap
- Bar snacks to be served in sealed containers or packets
- All items to be placed on the table, worktop, never handed directly to the guest
- Single use room service menus to be used
- All buffets are to be ceased immediately

14 LEISURE FACILITIES

The leisure facilities will reopen on the 26th April 2021, under the new guidelines provided by the Scottish Government.