

MHOR

Our commitment to your wellbeing and safety during your time with us;

CLEANING & HYGIENE

Our cleaning routines have been significantly extended in their scope and frequency to ensure the highest standards of hygiene across the hotel and estate:

VENTILATION

You will notice during your stay that windows and doors are propped open wherever possible to increase air flow, plus you have the added benefit of immersing yourself in our beautiful location even further.

PRODUCTS

We use environmentally friendly bactericide cleaners and viricidal disinfectants across our properties, per government guidance and health and safety regulations. Find out more about the sanitisation products here.

PUBLIC SPACES AND COMMUNAL AREAS

The frequency of cleaning has increased in all public spaces with an emphasis on high

contact surfaces, including counters, switches, buttons, door handles, public bathrooms, room keys and locks, handrails, dining surfaces and seating areas. Antibacterial gel will be provided at entrances to all public spaces, please use before entering and using the space.

BEDROOMS

Cleaning and sanitising will be carried out with an emphasis on high contact areas such as desks, chairs, phones, remote controls, thermostats, doors and doorknobs, windows, lights and lighting controls, clothes hangers, doors and safe key pads. Bathroom drains will be disinfected after each departure. Crockery will all be removed and washed after each departure, regardless of whether or not they have been used. All linen and towels will be removed from departure rooms and replaced, whether they have been used. All room amenities will be disinfected or replaced between guest stays.

In the event of a suspected case of COVID-19 the room will be subject to enhanced cleaning and disinfecting routines.

HOUSEKEEPING

Our team will be wearing the recommended PPE while preparing your room. Please don't hesitate to contact reception to request replenishment or additional room items such as amenities, linens or towels. Our turn down service is currently suspended; however Housekeeping services will be available on individual request. The guest laundry service will be suspended until further notice.

RESTAURANT

Please note to comply with physical distancing and capacity requirements, all meals during your stay must be pre-booked. All high contact areas, including door handles, counters, handrails, service items and all associated equipment, will be sanitised at least once per hour. All dining tables, bar tops, stools and chairs will be sanitised after each use. Where possible, card machine (POS) terminals will be assigned to a single server and sanitised between each guest use, and before and after each shift. Menus, check presenters, condiments, candle holders, pens and all other reusable guest items will be sanitised or replaced after each use. Our staff will disinfect hands prior to handling and placing linen and napkins on tables and all table linen will be laundered after each use. All plates and cutlery will be rinsed and placed through our dishwashers where they are washed and sanitised to comply with food safety regulations. Our dishwashers are deep cleaned after each meal service.

ROOM SERVICE

Room Service is available at no extra cost, service is restricted to delivery to the bedroom door. All equipment will be sanitised at the start of each shift and trays will be sanitised prior to each use. We ask that guests place their trays outside of their room and notify reception on finishing their meal.

PRIVATE DINING & GROUP BOOKINGS

All equipment, linen and meeting amenities will be sanitised and replaced between every event. Buffet and self-serve food and drink options is currently suspended; table service and pre-packed food items only. Seating capacities and floor plans will ensure compliance with physical distancing measures. All event space door handles, tables, chairs, light switches and other equipment will be cleaned and sanitised after each group use.

Hand sanitiser will be available in each area for guest use.

KITCHEN

Food preparation areas: we are sanitising all the surfaces as we go using BSEN 1276 sanitizer, before and after each task - worktops, fridge handles, utensils, food preparation and cooking equipment. We are also every 2-3 hrs using BSEN 14476 sanitiser on all the listed items, with emphasis on high contact touch points - electric switches, door handles, worktops, handwash basin.

At the end of the day we will deep clean all kitchen areas following our Haccp cleaning house rules and schedule and use BSEN 14476 sanitizer to comply with FSS Agency and Government guidelines.

Our chefs will be wearing the recommended PPE while preparing your food and will work within physical distancing guidelines. Each station will be set using their own utensils and equipment. Where the sharing of equipment is required these will be sanitise before and after each use.

We have set our Haccp system following guidance from FSS Agency, Government Guidelines and will be in contact with our local Environmental Health Officer prior to reopening our kitchens.

STAFF TRAINING

Every member of our team will receive training on COVID-19 health and safety protocols. Extended training will be given to Housekeeping, Food & Beverage, and customer service teams who have direct contact with guests.

Our team have received training prior to their return, to ensure awareness of, and

compliance to, coronavirus government guidelines –transmission risks, hygiene, hotel cleanliness and physical distancing. We have collaborated with our teams creating, managing, and implementing all of our risk assessments.

HAND HYGIENE

Team members will be washing their hands with soap and water every minutes (for at least 20 seconds) and always immediately before and after going on break or starting a shift. In the absence of a sink, they'll use a hand sanitising station. Adherence will be monitored continually by duty managers. Hand sanitation is also required before and after any physical contact with general use items or equipment.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE (as determined by team setting, role and responsibilities) will be worn in accordance with government guidance. Training on the proper use and disposing of PPE will be provided.

During your stay, you will notice team members serving guests wearing clear face shields created as part of SWG3's new ViseUp enterprise which takes orders of urgent PPE from NHS and healthcare staff across Scotland. Learn more about the initiative here.

PHYSICAL DISTANCING

The most up-to-date government guidelines on physical distancing will be maintained by our team at all times. Please support the safety of our team members and other guests by observing and following guidance provided on signage posted throughout the property.

UNIFORMS

Uniforms will be washed in accordance with clinical guidelines.

WORKSPACES

Our team will be provided with sanitising products to clean and disinfect their workspaces before and after each use. Any shared equipment and tools will be sanitised before, during and after each shift, and whenever equipment is transferred between colleagues.

FOOD SAFETY

We'll continue to follow guidelines and provide training for all food service employees in best practice for food safety and hygiene. All food handlers and servers are trained in safe food preparation and service practices. Our restaurant, bar and lounges will only be providing a la carte menus and our Private Dining events will offer only table service.

MHOR IN STORE

Capacity numbers within our shop will be managed by our team. All high touch points within our shop will be sanitised at least once per hour and any clothing item uplifted by guests will be quarantined for 72 hours. Card machine (POS) terminals will be sanitised between each guest use, and before and after each shift.

What We Ask of You.

STAY ALERT

If you have any coronavirus symptoms before your visit – fever, continuous cough, or loss of taste or smell, or have been asked to self-isolate or quarantine – please stay at home. We will happily reschedule your stay.

WHAT IF YOU BECOME SICK WITH COVID-19 DURING YOUR STAY?

The incubation period for coronavirus is 2 –14 days, so it's possible you could develop symptoms after you arrive. It's vital you let our reception team know you feel unwell as soon as possible, while avoiding close proximity with any of our team or other guests. If you're able to leave, we will ask you to return home immediately. If this isn't possible (for instance, if you are too unwell to drive) we will ask you to self-isolate in your room. We will contact NHS Scotland for the most current recommended next actions, including assisting them with their Test and Trace programme.

ESSENTIAL INFORMATION

For your safety and the safety of our other guests and staff members, please be aware of any signs providing guidance on space capacities, physical distancing requirements, one way systems and hygiene best practice.

CHECK-IN

Please follow the signage in our reception and staff direction to ensure physical distancing as you approach reception. All room keys will be sanitised before and after each use. Our staff will greet and escort you to your sanitised room.

LUGGAGE

Guests requesting luggage service will be assisted, with physical distancing in place. Service is restricted to delivery to the bedroom door.

TRANSACTIONS

Contactless payment will be encouraged throughout the guest experience, where possible. Remote check-out from your room will be offered and encouraged. Card machines (POS terminals) will be sanitised after each use and our team will not touch guests' cards.

HAND HYGIENE

Please ensure you wash your hands regularly with soap and water for at least 20 seconds, or use the hand sanitiser provided in your room as well as located throughout our property in public spaces. Always disinfect before entering and upon leaving public spaces and facilities.

PLEASE KEEP YOUR DISTANCE

Maintain safe distancing limits set by the Government (minimum of one meter in hospitality settings) from members of our team and other hotel guests outside your own group at all times. Public areas, including restaurants and bars, have been specially set up to enable physical distancing. All our spaces will operate with a maximum occupancy limit. Reservations are mandatory for all meals during your stay.

FOLLOW THE SIGNS

In some areas, we'll be operating a queuing system or one-way routes to facilitate physical distancing. Keep your eyes peeled for the signs and directions to guide you, or please just ask a member of staff should you need any help.