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# ACHRAY HOUSE

## RESTAURANT WITH ROOMS

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### Guest Information

### COVID-19 Measures & Guidelines

Dear Guest,

The Team at Achray House have spent the last couple of weeks preparing for your arrival, and we want to take this opportunity to explain all that we have in place for your reassurance.

There is a one-way system in place. The 'IN' door is at the side of the Conservatory, and the 'OUT' door is by Reception. Please follow signs around the house.

We have a minimum 1-meter social distance policy throughout, as per the latest Government guidelines.

Staff will have appropriate PPE on at all times.

We have reviewed and made changes to our cleaning programme in the house including increasing our cleaning teams and audit inspections. All public areas are cleaned with disinfectant / antibacterial products twice daily to thoroughly clean all hard surfaces. Extra attention is being paid to anything that people may have touched e.g. keys, light switches, remote controls, door handles and similar. To disinfect carpets, cushions, duvets, beds and other soft furnishings we use UV-C & Ozone disinfectant lamps.

We are no longer offering a daily Housekeeping service to your bedroom, unless requested for. This is to minimise the traffic in and out of your bedroom. If you require this service, please put the 'Please service my room hanger' on the outside of your door and our Housekeeping Team would be more than happy to do this.

Our usual homemade cookies have been replaced by Brodies pre-packaged ones for the time being to reduce any risk of passing opened food between Staff members.

Our toilet facilities are cleaned and disinfected every hour by a member of Staff.

In more normal times, we would have a printed copy of our Room Book for you to browse through at your leisure, however this is been sent to you as a PDF. You will find this has been sent along with the pre-arrival email.

We would ask that you stay seated as much as possible and try not to que at the bar. Our Staff will do their best to come to your table.

Music levels will be monitored throughout, to decrease the need for raised voices.

We are using single use sauces, jams, butters and so on as far as possible and avoiding re-usable containers in the restaurant to prevent cross contamination. Any glasses, cutlery, water bottles that have been out are sterilised after service regardless of whether they were used or not.

We have acquired the Industry Standard mark. This means we are following government and industry COVID-19 guidelines, have a Risk Assessment in place and a process to maintain cleanliness and aid social distancing.

Please ask a member of Staff if you are unsure regarding any of the above, and we would like to say thank you for supporting us through strange times.

Thank you, The Team at Achray House