

COPING WITH CORONAVIRUS

RISK ASSESSMENT & MITIGATION

OUR COMMITMENT TO HEALTH & SAFETY

Kincraig Castle Hotel has been creating outstanding hospitality experiences for many years and ensuring the health, safety, wellbeing and happiness of our team and guests lies at the very heart of everything we do.

We've reviewed all areas of our operations across all departments to develop a rigorous response and mitigate the Coronavirus (COVID-19) risks.

WE'RE GOOD TO GO

Scotland's tourism and hospitality sectors have suffered terribly from the impact of the COVID-19 pandemic. The Scottish Government has been doing all it can to help the sector through these challenging times and VisitScotland has worked closely with VisitEngland, VisitWales and Tourism Northern Ireland to develop a new UK-wide industry standard and consumer mark to provide confidence for visitors, communities, hospitality and tourism businesses alike. The '**We're Good To Go**' industry standard and supporting mark mean businesses across all sectors of the tourism industry in the U.K. can demonstrate that they're adhering to the respective government and public health guidance, and have carried out a COVID-19 risk assessment to check that they have the required processes and protocols in place to mitigate any risks. We're pleased to confirm that we've received the '**We're Good To Go**' accreditation and we're committed to maintaining the highest possible health and safety standards at all times.

WHAT TO EXPECT

Our objective is to minimise any inconvenience for our guests; however, it will be necessary for us to implement some changes to the guest journey to ensure that enhanced hygiene and safety measures meet government guidelines throughout the Castle and all our guests have peace of mind during their stay. These measures will be revised as and when necessary to ensure our compliance with the latest government guidance and directives.

WHAT WE'LL BE DOING

Cleaning and Hygiene

Our cleaning routines are now more stringent and frequent to ensure the highest possible standards of hygiene throughout the Castle.

Products

We use antimicrobial and hospital grade sanitisers. In addition, we utilise electrostatic sprayers, UV lights and air purifiers which are highly effective at killing bacteria.

Public Spaces and Communal Areas

The frequency of cleaning has increased in all public spaces with an emphasis on high contact surfaces, including counters, door handles, public bathrooms, room key cards and locks, staircase handrails, dining surfaces and seating areas.

Bedrooms

Cleaning and sanitising will be carried out with an emphasis on high contact areas such as desks, chairs, phones, TV remote controls, thermostats, doors and doorknobs, windows, lights and lighting controls and clothes hangers. Bathroom drains will be disinfected after each departure. Glasses, crockery and spoons will all be removed and washed after each departure, regardless of whether or not they've been used. All bed linen and towels will be removed from our rooms after our guests check out, regardless of whether or not they've been used.

Housekeeping

Our daily turn-down service is currently suspended; please kindly contact Reception for any additional linen, towels, toiletries, teas/coffees etc and any other assistance required.

Kitchen

All food preparation stations are being sanitised at least once per hour during service and deep cleaned every day after service. All our Kitchen staff are wearing the recommended PPE while preparing your food and are working from dedicated sections using their own utensils. Where the sharing of equipment is necessary, the equipment is sanitised before and after each use.

Food Safety

We'll continue to follow the government and public health guidelines and provide best practice food safety and hygiene training for all our food service employees. All food

handlers and supervisors are trained in safe food preparation and service practices. It's been necessary to suspend all buffet and self-serve food options until further notice and our restaurant will be providing a la carte menus offering table service only for your convenience and safety.

Restaurant & Bar

All high contact areas, including welcome stations, trolleys, counters, handrails and all associated equipment will be sanitised at least once per hour. All dining tables and chairs will be sanitised after each use. Our card machine (POS) terminals will be sanitised between each guest and staff member use. Menus, bill/check presenters, condiments, candle holders and all other reusable guest items will be sanitised after each use. Our staff will wear gloves when placing linen and napkins on tables and all table linen will be laundered after each use. All crockery, cutlery and glassware 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 and all public areas will be thoroughly cleaned using electrostatic sprayers by our Night Porter team.

Buffet and self-serve food and drink options are currently suspended; food and drink will be table service only. Table floor plans and seating capacities in our Alexander & Mackenzie Dining Rooms, KinCraig Lounge and Snug Bar will ensure compliance with physical distancing guidelines.

Room Service

Room service will be provided at no additional cost; however, 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 their room and notify Reception once they've finished their meal.

Training

Every member of our team has received training on COVID-19 health and safety protocols. Additional training has been given to Housekeeping, Food & Beverage, Reception and Night Porter teams who have direct contact with guests.

Policies

Our team have received training prior to their return, to ensure awareness of, and strict adherence to our Standard Operating Procedures (SOPs) and all government-recommended practices relating to COVID-19 symptoms, hygiene, hotel cleanliness and physical distancing. In addition, we have reviewed and consulted our team on all of our

Risk Assessments. All members of staff will have a temperature check at the start and end of their daily shift.

Hand Hygiene

Team members will be washing their hands with soap and water every 60 minutes (for at least 20 seconds) and always immediately before and after going on break or starting a shift. Our staff also have access to hand sanitizing stations to enhance personal hygiene and their strict adherence to these practices will be closely monitored by our Duty Managers.

Personal Protective Equipment (PPE)

Appropriate PPE (as determined by team setting, role and responsibilities) will be worn by our staff to comply with government guidance and directives. Training on the proper use and disposal of PPE is mandatory for all our staff.

Physical Distancing

The most up-to-date government guidelines on physical distancing will be observed by our team at all times. Team meetings will be conducted virtually or in areas that allow for physical distancing. Staff will stagger arrival times, and administrative teams will allow flexible/working from home as much as possible, to minimise the volume of people in the hotel at any one time.

Uniforms

Staff uniforms will be washed in accordance with clinical guidelines.

Workspaces

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

WHAT WE ASK OF YOU

Stay Alert

If you have any COVID-19 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. Please check your temperature before you travel to the hotel. We will happily reschedule your stay or refund your deposit.

What if you become sick with COVID-19 while at KinCraig Castle Hotel?

The incubation period for COVID-19 is 2 –14 days, so it's possible you could develop symptoms after you arrive. It's vital that you let a member of our team know if 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 immediately to ensure that we follow their instructions and our guest receives any necessary medical assistance. We will also assist with any 'Test and Trace' measures.

Essentials

The use of masks for our guests is optional around the Castle. Hand sanitiser will be available throughout the Castle and we ask that you please use hand sanitizer especially before entering our restaurant.

Arrival

Our guests will enter the hotel through doors that are either propped open or manually operated by an employee, to minimise the volume of physical contact made with the doors.

Hall Porter

Guests requesting hall porter service are required to pre-book this service when making a reservation. Service is restricted to delivery to the bedroom door.

Check-in

To help mitigate any health risk and minimise any unnecessary contact with our team, we've recently installed an Onity key-less entry system which will enable you to check-in and gain direct access to your room using your smartphone. Please let us know if you don't have a smartphone when you're making your booking and we'll prepare a key card for presentation to you upon your arrival. All key cards will be sanitised before and after each use and can be left in your room when checking out.

Payment Transactions

We discourage the use of cash to settle any charges and contact-less payment will be facilitated throughout your stay with us. All food and drink will be automatically charged to your room and a final bill will be e-mailed to you on the morning of departure and you'll be able to check out using our Express Check-out service. If you required the use of a key card during your stay with us, please leave it in the room and our housekeeping

team will return it to Reception for sanitisation and re-use. Card machines (POS terminals) will be sanitised after each use and our team will not touch guests' credit/debit cards.

Hand Hygiene

Wash your hands regularly with soap and water for at least 20 seconds and please make use of the hand sanitiser stations which are located throughout the Castle. Always sanitise before entering our restaurant, and after visiting the cloakrooms.

Please Keep Your Distance

Maintain safe distancing limits set by the Scottish Government from members of our team and other hotel guests outside your own group at all times. Public areas, including the restaurant, have been specially set up to enable physical distancing. All our spaces will operate with a maximum occupancy limit.

Dinner & Breakfast Reservations

Advance reservations for dinner and breakfast are required to help us maintain the necessary social distancing measures. Please make your advance reservations for dinner and breakfast with Reception as soon as possible, preferably before checking in at the hotel.

Follow The Flow

Please keep to the left-hand side when walking throughout the Castle along corridors, on the staircase and when entering/leaving our public areas. Please kindly ask any member of our team if you need any guidance or assistance.

WE'RE HERE TO HELP

If you have any questions or concerns, please just ask a member of our team. You can contact info@kinraig-castle-hotel.co.uk before your stay or dial '0' for Reception from your room during your stay at Kinraig Castle Hotel.