



COVID-19 Guests 'Safe Stay' Guide

Please note that The Lodge on Loch Goil follows Government guidelines and will update our practices as and when necessary.

Whilst your safety is our priority, we also want you to feel relaxed and enjoy your stay, so please do not hesitate to ask if you are unsure about any aspects of our 'safe stay' practice.

We will endeavour to continue to host you with warm hospitality despite maintaining a safe distance in conversations and foregoing handshakes and farewell hugs!

General

- Please observe the safe distancing rules throughout The Lodge facilities.
- Multi touch surfaces (e.g. light switches, doors, etc.) in the common areas will be sanitised regularly throughout the day.
- Sanitiser is readily available at the Lodge entrance and in the receptions areas " Library, Arts & Crafts room, Bar and conservatory (Please do not remove).

Check In / Arrival

- Due to current social distancing regulations, we ask all guest to wait outside the property until asked to enter by ourselves. If other guests are present, please remember to social distance outside.
- Any guests with a high temperature or symptoms will not be allowed to check in.
- Any guests who develop symptoms must inform us immediately and will be required to return home to self-isolate.
- Room keys will be sanitised.
- Guests must provide full contact details for everyone in their party.

Cleanliness

- Staff wash and sanitise hands regularly.

- Thorough cleaning practices are in place, in addition to our usual high standards, using recommended anti-bacterial and anti-viral products.
- Linen and towels are laundered at recommended temperatures.
- All crockery, cutlery and glasses washed in the dishwasher at recommended temperatures.
- Any additional decorative items in rooms (e.g. cushions) have been washed after every guest stay.
- To limit contact and cross-contamination, servicing of guest rooms will be kept to a minimum. You will find fresh bin bags and additional toilet rolls will also be provided in the bathroom. We kindly ask that you tie any full rubbish bags tightly and leave them outside your room for collection each morning. If you are staying with us for more than one night. Please let us know if you need additional top-ups of any items. The same applies if you require any fresh towels during your stay.

Breakfast

- Served at 9am - All guests will be safely spaced in our conservatory/ orangery
- As we are not permitted to offer our normal buffet service. Breakfast will be table service and condiments / jams etc., will be provided on request.
- All food will be prepared onsite and we follow strict food hygiene guidelines.

Treehouse

- At present due to the current situation there will be no food and drink served in our treehouse.

Check Out / Departure

- Checkout is at 11am. If you require an early departure before 11am, please request the bill the night before.
- Accounts can be paid by card, however cash can be taken.

Out & About

- Please remember that many of the shops and businesses are operating differently than normal. You will probably need to book any activities i.e boot drips etc in advance.

This is a new and strange situation for everyone. We will do our best to work together to ensure a safe environment for all our guests. Thank you for your continued support of The Lodge on Loch Goil.