

WESTERN HOUSE HOTEL

COVID 19

Safety Protocol for Guests

 **Western House Hotel**
AT AYR RACECOURSE ★ ★ ★ ★

We have been providing an exceptional hospitality experience since we opened our doors and ensuring the safety and wellbeing of our team and guests is at the forefront of what we do. We have reviewed every area of our operation to develop a rigorous response to the current global health crisis.

As a result of this our current guest journey is slightly different and we have enhanced our hygiene measures to exceed the current government guidelines to provide you with total peace of mind whilst staying here at Western House Hotel. We shall continue to work with the relevant public health authorities to ensure these measures are updated and adjusted following the very latest guidance.

Before Checking-In;

- Please follow Government guidance in regards to travel, if you have any queries regarding your trip contact reception and they shall be happy to assist.
- If you have any Coronavirus symptoms before your arrival (fever, continuous cough, loss of taste and/or smell or have been asked to self-isolate/quarantine at home) please stay at home and contact us. We shall be happy to reschedule your trip.
- Please be aware your details shall be held by us in order to comply with the NHS Track & Trace program.

Checking in:

- If you are driving, there is ample car parking
- Before entering the hotel, please use the hand sanitisers located at our entrance.
- Please adhere to the social distancing guidelines from other guests and team members
- A member of staff will greet you at the reception desk, please confirm the name on your reservation
- Where possible contactless payments shall be encouraged. Room keys shall be sanitised before and after each guest.
- You will then be guided in the direction of your room please note the lift shall be limited to one room or party. The lift shall be cleaned every 60 minutes.

Concierge:

- Please be aware that we are currently unable to offer a valet parking service, please park your car in the main car park.
- Should you require assistance with luggage our concierge shall be more than happy to help. Your luggage handles shall be sanitised and they shall wear appropriate PPE when lifting your luggage.
- Our Concierge trolley is sanitised before and after each use, please also be aware that your luggage shall be left at your room door.

Housekeeping:

- Daily servicing shall only be carried out if requested – hang your 'Please Service Room' sign outside your door by 12 noon and our team shall carry out the daily service for you. Any other requests (tea, coffee, milk, towels etc) please call the reception and we will leave any items you require outside of your room.
- Glasses, teacups and spoons will all be removed and cleaned after each departure regardless of if they have been used.
- We have introduced in all our bedrooms the 5 key critical touch points for cleaning including: phones, remote controllers, switches, handles and high contact furniture.
- Guest information folders have been removed from our rooms, please find all relevant information on our website or by contacting reception.
- Mini bars shall not be stocked but will be supplied with bottles of water that shall be replaced after each stay.
- All linen shall be removed after each departure regardless of if they have been used.
- All drains shall be disinfected after each departure.
- Our housekeeping staff have been trained on the sanitising procedures needed for safety against coronavirus.

Room Service:

- Please call the reception if you wish to order room service, the menu is visible on our website.
- A staff member will knock on your door when bringing your tray to you and leave it outside of your room for you to collect.
- Please leave your empty tray outside your room when finished and phone reception to allow

Restaurant/Bar:

- When entering the bar or restaurant, please wait where indicated and a member of staff will take you to your table
- Please do not approach the bars – all areas are table service only
- Please view the menu on our website or alternatively we can provide you with a disposable menu.
- Check presenters, condiments, candle holders, pens, place mats, tables and chairs shall be sanitised after each guest use.
- Table Linen where appropriate shall be laundered after each use.
- All plates and cutlery shall be rinsed and put through our dishwasher where they are washed and sanitised to comply with food safety regulations.

Checking out:

- Please leave your keys in your room for our housekeepers to collect
- Should you have any extras our outstanding balance on your account this will be settled by the card you provided on reservation.
- Please advise our reception team that you have departed and should you have any feedback please discuss this with them.
- Should you require assistance with your luggage, please leave it outside your room and our Concierge shall take it to your car for you.
- We wish you a safe journey home and hope that you shall return to Western House Hotel.

If you happen to develop COVID-19 symptoms during your stay:

- Please stay in your room and do not enter any of the public areas
- Notify a member of staff via phone call to reception as soon as you can
- We will aid you in contacting family, NHS 24 or our local A&E department if necessary.
- We will provide anything you require to outside of your room for you to collect
- We will provide the best help we can, should this situation arise!

We know these changes are going to take some getting used to, but our aim is to make your stay with us as safe and enjoyable as possible. We look forward to welcoming you!