

# THE MEIKLEOUR ARMS SAFE & CLEAN COVID CHARTER



*Throughout these 3 months of worrying time we have been dreaming of that day where we will be allowed to open our door again. We have spent a huge amount of time and resources, thinking through your entire journey with us, to make our beloved arms as safe and welcoming as possible. It isn't about plush cashmere throws on huge beds, little touches and a helping hand to carry your luggage. This summer it's about safe and clean and we are pleased to have passed several accreditations with flying colours. We have implemented protocols to keep you and our staff safe and would like to share them with you.*

We want to offer our guests a safe and relaxing environment, where they can feel confident that our thoughtful trained staff will continue to provide a warm welcome while maintaining the necessary social distance between themselves and our patrons. Our establishment was clean and airy before this pandemic, you will be reassured to hear that we have implemented enhanced cleaning protocols for the safety of everyone at Meikleour. We are strong believer that we can offer the highest hygiene standards while still having a lovely atmosphere.

KEEPING OUR DISTANCE	CLEAN then SANITISE (and REPEAT)	LESS IS MORE	AIRY AND FRESH
<p>We have removed tables and seats to ensure that at least 2m is maintained in the restaurant and resident lounge. We have added extra space outside by expanding our front garden and covered transformed our courtyard in an alfresco space.</p> <p>In the kitchen and on our offices staff are always 2m apart.</p> <p>Our joiners have fitted a smart glass screen at the bar and at the reception.</p>	<p>We strictly follow Government's guidance and sanitise high-touch items several times a day. In the rooms and cottages all surfaces are cleaned then sanitised with a British Standard tested virucidal solution. For enhanced hygiene we use steam machines on floors and furnishing. Cutlery and glasses go through professional dishwasher (85C). Public rooms are sanitised with ozone generators at night. Residents should use their room loo if possible, public loos have enhanced hygiene with disinfectants sprays available. <i>Note: during your stay housekeeping will enter your room/cottage at your request only.</i></p>	<p>We love little touches but for the time being we have removed what is not necessary from the rooms, restaurant and lounges. We have stored away our gorgeous scattered cushions, cashmere throws, books, board games, hair driers, room booklet and our signature decanter of sherry in the bedrooms.... Please call the office if you need anything during your stay.</p>	<p>We have enhanced air circulation in our restaurant by fitting special new doors and windows.</p> <p>We treat our restaurant rooms and lounge with ozone generators.</p> <p><i>Note: we recommend that you leave your bedroom windows open when you leave.</i></p>



WASHING OUR HANDS	NEW CHECKING TIMES	PAPERLESS CHECKING / OUT	CONTACTLESS PAYMENT
<p>We have installed hand sanitising stations at all our entrances and you will find sanitising products in your room or cottage.</p> <p>Our staff and suppliers follow strict hygiene protocols.</p>	<p>To allow for extra sanitising time, checking is now at 4pm for all our properties.</p>	<p>To minimise contacts checking-in is done electronically. Room information folder is available to download on our home page. Check-out can be done in the comfort of your room by phone or email.</p>	<p>Card is our favourite type of payment. If you wish to leave a gratuity for our lovely staff you can do it on your card (one member of staff ensures that all the tips are collected and shared equally)</p>

PROTECTING OUR STAFF AND YOU	RESTAURANT	BAR	BREAKFAST
<p>Our staff have been trained and are required to wear different forms of PPE. Their temperature is checked before their shift. Our front of house team wear vizors so you can still enjoy their smile. Our housekeepers will wear facial cover when they clean your room during your stay. <i>Note: during your stay housekeeping will enter your room/cottage at your request only. (please hang the sign "make my room" at your door)</i></p>	<p>We have significantly reduced our number of tables to ensure that at least 2m is maintained at all time. To manage the number of guests sitting at anytime we have introduced 4 sitting times at dinner: 6pm   6:30pm   8:00pm   8:30pm We have replaced our menu covers by single used recycled printed menu and our linen napkins with high quality paper ones. We will only set the table at your arrival. Pepper grinders have been tidied away (sachets available) but are available on request. For non resident pre-booking by providing contact details is essential. We use an online table management system keeping record safe for 3 months.</p>	<p>Standing at the bar won't be possible for the time being, table service only, if tables available (priority will be given to residents having meals ). You are welcome to enjoy a drink outside in the beer garden (covered area). <i>Note about Beergarden:</i> <u>All visitors wanting to have a drink/coffee in the beer garden will need to give us a call once arriving at the garden entrance (see sign). After providing us with name and contact details your will be allocated an outdoor table. Due to the limited amount of tables inside and social distancing we won't be able to accommodate outdoor drinkers in the building if the weather turns wet.</u></p>	<p>We will be serving breakfast at the tables, there won't be any self service buffet but all buffet items are available on demand.</p> <p>We may ask our guest to choose a breakfast time slot the night before in order to avoid waiting times.</p>