

SAFE TO STAY



ROYAL GOLF HOTEL
AND APARTMENTS
Dornoch • Scotland

We continue to monitor Government Guidelines in relation to COVID-19 standards of operation for The Royal Golf Hotel.

Our policies and practices will be updated in line with Government and industry guidelines.

The health and safety of our guests, staff and stakeholders is of paramount importance and you can be assured that we will ensure your safety and welfare during your stay.

We look forward to welcoming you to the Royal Golf Hotel.

CHECK IN – CHECK OUT

- Check-in time now 4 pm or later.
- Minimal contact check-in and check-out procedures in place.
- Welcome letter and check-in details emailed to guest prior to arrival.
- Contactless check-in / check-out procedures in operation.
- Full cost of stay charged at time of booking or on day of check-in.
- Cash free environment with telephone / contactless payment only.

HOUSEKEEPING / CLEANING

- Sanitising stations at touchpoints.
- Fogging of bedrooms, public areas and back of house to ensure appropriate sanitising of the hotel.
- Additional cleaning routines for all public areas including touchpoint disinfection at regular intervals.
- Bedroom cleaning increased to reflect appropriate standards including all touchpoints.
- Reduction of printed materials and removal of excess soft furnishings.
- In-stay room cleans by request only (and only available where the room is vacant).
- Hygiene processes reviewed regularly in line with Government guidelines.

SOCIAL DISTANCING

- Protective screen in place at contact points, reception and bars.
- Signage and floor markings in place to assist observation of recommended distancing.
- One-way system in operation where possible.

FOOD AND BEVERAGE

- Hygiene measures in place for serving / packaging of food and beverages.
- Pre-booking app for food and beverage with contactless pre-payment.
- Options of in-room dining, takeaway or pre-booked table in our restaurant for breakfast, lunch and dinner.
- Additional fully covered outdoor seating area for the service of food and beverages.

STAFF

- Full COVID-19 Risk assessments have been worked up in conjunction with our Health and Safety consultant.
- Full staff training on new processes and procedures including COVID-19 specific training.
- Appropriate PPE issued to staff in all departments.
- Additional handwashing stations for staff.
- One-way systems and pinch points identified and measures in place to mitigate risk so far as reasonably practicable.