



HOTEL SPA GOLF

## Our Commitment to ALL

Dear Guests,

At Mar Hall our ethos has and always will be "Excellence without Compromise". This not only applies to our service but of our commitment to ensuring the wellbeing of all who visit us.

We are looking forward to welcoming everyone back to the resort and with our ethos in mind, we wanted to set out what you can now expect when visiting us.

In order to ensure the safety and security of our guests and staff, a slightly different guest journey has been developed in line with government guidance and we are stepping up our already high standards of cleanliness and attention to detail.

Enhanced safety and hygiene measures have been implemented across the resort which take the guidance a step further with consideration to every aspect of the business and how we interact with our guests.

Outlined below are some of the changes to our guest journey to, not only ensure safety but to set the expectations as we move forward together in ensuring the safe return to high standards of quality, service and relaxation.

If you have any queries or concerns, please feel free to contact a member of our team for information.

Kind regards,

Mar Hall Hotel

# Cleaning & Hygiene

All of our public areas will be cleaned more regularly with particular focus on high touch areas and hard surfaces using hospital grade sanitisers. These areas include:

- All reception desks
- Lift controls
- Door handles
- Public Bathrooms
- Dining Surfaces
- Seating areas

In addition to this, hand sanitising units will be placed throughout the public areas for guest use.

Mar Hall will be following the best guidance regarding cleaning schedules based on the levels of human interaction with specific departments.

## Bedrooms

Bedroom areas will be cleaned and sanitised with emphasis on high contact areas such as:

- Desks
- Chairs
- Remote Controls
- Telephones
- Light switches
- Door Handles
- Hangers
- Safes
- Fridges
- Windows

All linen will be removed from rooms departing and our minibars will not be stocked. Water will be available within the rooms in the mini fridges. All glasses, cups, saucers and spoons will be removed and washed regardless of use.

Individual sanitation packs which include a face mask and hand sanitiser will be provided for guest use in each bedroom in addition to the measures outlined above for extra guest comfort and confidence. Masks provided can be worn around the resort at the guest's preference, hand sanitising stations will be available throughout the property.

## Housekeeping Services

All of our housekeeping staff will be wearing full PPE whilst servicing the bedrooms.

In order to reduce contact with guests, return times can be utilised to ensure that occupied rooms can be cleaned with minimal guest disruption and in a safe manner for staff and guests.

Should there be any suspected case of COVID -19 then enhanced deep cleaning and sanitation protocols will be followed.

Our turn down services will be suspended along with the option of guest laundry until further advised.

## Restaurants

All of our restaurant areas will be set to social distance regulations. All tables will be distanced for the wellbeing of all guests.

All of our staff will be wearing face coverings and gloves for the comfort of our guests and gloves will be worn when handling cutlery, condiments and any other items usually transferred by hand.

Our payment terminals will be sanitised after each use and we recommend contactless payment where possible.

All menus will be will also be sanitised after each guest use.

All crockery will be rinsed and then placed through our dishwashers where they are cleaned and sanitised in line with food safety regulations. The dishwashers themselves are deep cleaned after each service.

All linen used on tables will be laundered after each use as well as all areas being subject to enhanced cleaning routines with focus on the bar, welcome lectern and all in-restaurant service points.

## Room Service

Room service will be available but will be restricted to delivery to the bedroom door to minimise the in-room contact from staff.

All room service trays, cutlery, crockery and condiments will be sanitised after each use.

We ask that guests leave their tray outside their room or contact reception after use to allow for timely collection and sanitation.

## Private Dining

All private dining options will be on a table service basis. Buffets and self-service food options are currently suspended until otherwise advised.

Seating plans and table layouts will be in line with physical distance measures.

All areas of private dining rooms will be subject to enhanced cleaning routines in line with restaurant standards.

## Kitchens

Food preparation areas will be cleaned and sanitised regularly throughout shift and our kitchens will be subject to deep cleaning on a daily basis prior to any food preparation.

Our kitchen team will use their own designated utensils and should any equipment be shared, it will be sanitised before and after use.

As is our normal practice, we will continue to work within food safety regulations and under the guidance of food standards agencies.

## Leisure Facilities

In order to utilise the leisure facilities in the hotel, we would ask all hotel guests to arrive changed and in robes, ready to use that facilities. Limited numbers of guests will be allowed to access the facility in order to monitor physical distancing.

All poolside loungers will be moved to adhere to physical distancing regulations. We would ask all of our guests to ensure physical distancing is maintained when using any of the changing facilities.

Enhanced cleaning and disinfection practices will be maintained throughout this area including the cleaning of the poolside loungers before and after each use.

Our gym will be available but limited numbers will be allowed to access in order to adhere to physical distancing, as a rule, we would ask to keep one piece of equipment free between users.

Sanitising sprays and disposable towel will be available for cleaning each piece of equipment before and after each use.

## The Spa

When treatments in our spa resume, each treatment room will be thoroughly sanitised between appointments. All towels and linen will also be removed between appointments regardless of its use.

We would ask all guests to arrive to the facility changed and in robes if they are a hotel resident and if using the changing facilities, please ensure that physical distancing measures are adhered to.

All of our spa staff will be wearing appropriate PPE and encouragement will be given to treatments that do not require the same degree of physical touch as our usual treatments available.

# Golf

Measures have been taken in line with government advice and under instruction from Scottish Golf as to how we safely reintroduce golf at Mar Hall.

Since 29<sup>th</sup> May, golf reopened at The Earl of Mar Championship Course. We have closed off all benches, bins and ball washers throughout the course in line with guidance.

Our golf holes have been filled to enable players to retrieve their ball without placing their hand in the cup or touching the flag.

We will continue to work in line with government legislation to allow players to play in groups as lockdown measures are eased. At present we allow 3 ball groups.

We ask that all players arrive to the club no earlier than 15 minutes before their allotted tee-time in order to allow physical distancing.

Our practice green and driving nets are available for guest use but our driving range at present remains closed.

We ask all players to check in at golf reception prior to their game but to arrive at the 1<sup>st</sup> tee no earlier than 5 minutes before their scheduled time.

## General Information

Prior to arrival at the hotel, all guests will be contacted from our Front of House team in order to facilitate a "contactless check in" pre-registration information will be sent through to all guests. We would ask that payment is made prior to arrival and ask that all guests pre-pay for their accommodation prior to arrival.

Whilst staying at the hotel, we would ask all of our guests to settle their accounts at the department they receive service from to alleviate the handling of pens and receipts for hotel room chargebacks.

We would ask all guests whilst at the resort to stay alert and should anyone have a booking but develop COVID symptoms, please stay at home and we can arrange the reschedule of your stay.

Should any guest develop COVID symptoms whilst at the resort, please let our reception team know as soon as possible. If the guest is able to do so, we will ask you to return home to isolate. Should travel not be possible, we will ask you to self-isolate in your room and contact NHS Scotland and follow their advice including participating with the national Test and Trace programme.

We would advise all guests that there will be queueing measures in place within certain areas of the hotel and ask that all guests adhere to these measures.

We ask that if approached by a member of staff, please be patient and follow their instruction regarding any physical distancing or procedural changes during this time. The measures we are implementing and maintaining are there for your and our wellbeing.

Our team will be guided by new training which is provided surrounding COVID-19 health and safety practices and extended training provided to public facing staff.

We would also take this opportunity to remind guests of the government guidance regarding hand hygiene. The recommendation is regular hand washing for 20 seconds or use of hand sanitisers regularly. Our team will be following this guidance and this will be monitored by our manager on duty.

This document acts as guidance and may be subject to change as government legislation and recommendations are amended.

We at Mar Hall all look forward to welcoming our team and visitors back to the resort and "For the wellbeing of ALL" ask you to contact us should you have any queries or concerns at [info@marhall.com](mailto:info@marhall.com) or call us directly on 0141 812 9999.