

## **Pentland Lodge House - Preparations for the Safe Return of Guests.**

We want our guests to have the same warm welcome, good night's sleep, refreshing power shower and tasty breakfast as always. Our normal high standards of service and cleanliness have been reinforced with specific anti-Covid infection protections. We have studied all the scientific and government advice and have tried to anticipate all the potential issues.

### **1) Building and Infrastructure.**

- a) Legionnaires – With facilities being idle over a long period before any room is occupied we will make sure that all water outlets have been “run” and re-cleaned.
- b) The communal areas within the building are sufficiently large to enable social distancing as defined by the government.
- c) All “cosmetic” furnishings such as decorative throws and pillows have been removed from the rooms.
- d) Our breakfast room has been re-organised to give greater space between tables.
- e) Hand sanitiser stations have been placed in various locations.

### **2) Staff**

- a) Any member of staff showing any symptoms of Covid will be immediately sent home and Government guidelines will be followed.
- b) Personal hygiene, regular handwashing and minimising face and other surface touching is stressed.
- c) Masks have been provided for staff and their use recommended especially during guest interactions. If the guest is wearing a mask we will ask the staff to wear a mask (essentially mirroring what the guest does) however generally we believe that the wearing of masks is for the individual to decide.
- d) Disposable gloves are available although we believe in most circumstances frequent hand cleaning is better.

### **3) Cleaning and Room Servicing**

- a) Communal areas, such as door handles/push plates, bannisters, light switches etc are regularly cleaned using disinfecting solvents.
- b) All unused complimentary items will be removed from rooms on guest departure to be refreshed with clean items.
- c) Before guest arrival windows will be left open longer to ensure better ventilation.
- d) Communal doors, when safe to do so, will be wedged open to ensure good ventilation and to limit touching. All Fire doors to be closed after check-in has been completed.
- e) All cleaning in rooms will be with disinfecting solvents.
- f) Difficult to sanitise items such as information packs, TV remotes and areas where touch is not expected such as picture frames, chair legs etc are not guaranteed to have been disinfected and a notice is placed in rooms to recommend hand washing after use/touching.

### **4) Breakfast Arrangements**

- a) Limits to numbers in the breakfast room may mean that we request you change your desired breakfast time.

- b) We will wear a mask.
- c) Our cooked breakfasts have always been served to table. If desired these can be pre-ordered.
- d) Items that in the past were offered "buffet" style such as grapefruit, yoghurts, juices etc will be delivered to the table.
- e) Breakfast menus replaced by printed tick list and left in rooms. These can be given to us either the night before or at breakfast time.
- f) Tables, table "furniture" such as mats, salt & peppers etc and chairs are cleaned with disinfecting solvents after each use.
- g) A more limited pre-ordered breakfast will be available for room service.

#### **5) Check-In/Check-out**

- a) Hand sanitiser station at the door and request to wait if other guests are near.
- b) Our normal handshake may not be there but a warm greeting and a smile will remain. The dogs are more than willing to be greeted as normal (indeed may insist on it).
- c) Individual cards used to register details (will be shredded afterwards)
- d) Help with baggage can be given and you will be shown to your room where the key will be found.
- e) We will continue to be available to answer questions and to help.
- f) Payments can be made
  - i) prior to your visit by BACs or
  - ii) Cash/Card payments on departure

#### **6) Guests**

- a) We anticipate that all our guests will follow the government guidelines applying.
- b) In the unlikely event that a guest shows any symptoms of Covid we will request that they isolate within their room until arrangements can be made for their safe return home. The room will then be left for 72 hours before being thoroughly cleaned.
- c) For the purposes of the above scenario and to ensure good cleanliness throughout this period we will be restricting our occupancy with unoccupied rooms available.

The statistics:

The latest government statistics, when I write this, shows that fewer than 1 person per 1000 has Covid in the UK (even fewer for other European countries). This means that even if we had our normal occupancy levels we would statistically see 1 Covid infected person every 5 - 6 months. This will obviously change if the infection rate changes.

This area has been Covid free since April 2020. The population is low density. The air is clean and often fast moving.

The Pentland Lodge House team,

Liz, Lisa, Tracy and Amy