



WEST HIGHLAND HOTEL

A WELCOME BACK MESSAGE FROM THE WEST HIGHLAND HOTEL

After the months of lockdown endured by all, we are delighted that you are now considering a visit to the West Highlands of Scotland. We are even more delighted that you are considering visiting us at the West Highland Hotel. The West Highlands has some of the most stunning scenery in the World with wide open spaces, an abundance of nature and the warmest of welcomes.

It truly broke our hearts to temporarily close The West Highland Hotel, but we have worked tirelessly to develop a programme to keep you, our guests, many who have become friends, and our team members, as safe as we possibly can.

We have drawn on the magnificent work done by all of those in the NHS and social caring professions who have done so much to inspire us in recent times. This has led to our “Safe and Good to Go” programme that builds on our existing high standards of hygiene and cleanliness. This protocol has drawn on the best information and working practices available to us from many different environments. We have carried out much research and spoken with those developing ‘best practice in hospitality and hygiene industries across the world. This will be the new normal for the West Highland Hotel.

Highlighted below are just a few examples of what “Safe and Good to go” will mean for you. More detailed information on the programme is available in this document. We want you to know that your safety and trust in us is our Number One priority and when you visit the West Highland Hotel you will have the confidence that every possible precaution that can be taken, has been taken.

This programme will be constantly changing, as new information and products become available we will review and improve our approach in an evolving landscape. However, some new initiatives to reassure you are:

- Our guests will have access to our new protocols in advance of their arrival via our pre-check-in e:mail or our website
- All guests will need to verbally confirm that they have not experienced any of the government COVID symptoms in the 7 days leading up to their stay
- All staff’s temperatures will be checked at the start of each shift
- Significantly increased time for our housekeeping team to meticulously prepare your room for arrival. This will include anti-viral cleaning and fogging procedures and a room sealed awaiting your arrival
- Maximum possible time between one guest leaving and another arriving
- Option to choose our West Highland Housekeeping Light to maintain “Household integrity” (our team members will not enter your room once you have taken residence)
- Physical distancing implemented throughout our public areas



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- Temporary requirement for Guest and Staff to wear face coverings whilst moving around Hotel (Face coverings are not required when seated)
- Increased intensity and frequency of cleaning in our food and beverage areas
- Utilisation of Island View Restaurant in addition to the Terrace Restaurant for evening dining to comply with physical distancing

We are fully committed to doing our very best for you, however whilst these strange times dictate physical distancing, know that our warmth and hospitality will surround you as always.

Please make your reservation with the West Highland knowing that you are in dedicated, caring, responsible and approachable hands.

To our old friends that we have missed over recent months, we look forward to welcoming you back. To the new friends we have yet to meet, we hope that our "Safe and Good to Go" programme reassures you of our very best efforts to keep you safe – and always with the famous West Highland welcome.

Warmest Regards,

Gavin and Sine Davis and the Team

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Welcome to the West Highland Hotel

CoVID-19 Safe and
Good to Go
Programme



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1) EMPLOYEE and GUEST WELL-BEING

At the West Highland Hotel, the health and well-being of our employees and guests is of paramount importance to us.

a. Temperature Checks

On arrival, heads of department (HOD) or supervisors will conduct non-invasive temperature checks on all staff.

All guests are asked to check their temperature before leaving for the hotel. Anyone displaying a temperature of 38°C or above SHOULD NOT travel to the hotel. Furthermore, if guests have had any of the following symptoms in the 7 days leading up to you stay – a new or continuous cough, a high temperature or a loss of taste or smell they SHOULD NOT travel to the hotel. Please follow the government advice on self-isolation and contact the hotel so we can re-arrange the stay.

b. Social Distancing

Guests are advised they must practice social distancing, wherever possible, by standing 2 meters away from other groups that are not travelling with them or part of their household while standing in queues or circulating around the hotel. Furthermore, we ask guests to wear face coverings, when circulating around the hotel. Tables and seating in the Lounge, restaurant and bar will be arranged to ensure appropriate social distancing. When guests are seated, they will not be required to wear a mask.

Employees will be asked to wear masks when moving about the hotel and/or appropriate PPE and will be reminded not to touch their faces and stay at least 2 meters from other guests wherever practically possible.

c. Hand Sanitising

Hand sanitiser stations will be placed at key guest and employee entrances and contact areas such as reception area, lounge, restaurant entrances, entrance to toilets and throughout back of house areas for employees.



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d. Front of House Signage

There are health and hygiene reminders throughout the hotel including physical markings to ensure social distancing.

e. Back of House Signage

Signage will be displayed reminding employees what PPE they are required to wear, how to and how frequently to wash hands, how to sneeze and to avoid touching their faces.

f. Employee and Guest Health Concerns

Our Management team have been given clear instructions on how to respond to presumed cases of COVID-19 on the property. All guests that develop any of the three government key symptoms during their stay, specifically: a high temperature, a new, continuous cough and/or loss of taste or smell will be asked to make their way home as soon as possible and self-isolate.

We are unable to offer isolation at the hotel as we are part of a very small community with limited medical resources to deal with a local outbreak. If a guest were to deteriorate and require hospitalisation there is only one ambulance in the community and the nearest hospital equipped to deal with Covid-19 patients is over 100miles away which would remove paramedic assistance to the area for 6 hours. We will be ready to provide support to our guests.

Employees are instructed to stay home if they do not feel well and are instructed to contact manager if they notice a co-worker or guest displaying or complaining of a new continuous cough or a high temperature. In this event employees must request a government test as soon as practically possible.

g. Case Notification and Track & Trace

We will keep all guest contact details for 21days in case the hotel is alerted to a suspected or positive COVID-19 case. We will provide guest contact details if requested by Health Protection Scotland or the Test Track and Trace team.



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2) EMPLOYEE OBLIGATION

West Highland Hotel employees are crucial for an efficient and successful health and sanitisation program.

a. Hygiene and Hand Washing

Correct hygiene and frequent hand washing with soap is of vital importance to help combat the spread of the virus. All West Highland Hotel employees have been trained in correct hand washing techniques and this has been augmented with posters in back of house areas showing correct technique.

Employees have been instructed to wash their hands, or use hand sanitiser when a sink is not available, every 60 minutes as a minimum (for 20 seconds) and after any of the following activities: using the toilet, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, before entering a guest room, entering the kitchen, entering the hotel, entering the restaurant, between serving each table, when going on and after a break and before and after starting work.

b. COVID-19 Training/ Safe and Good to Go Program

The West Highland Hotel has developed the Safe and Good to Go program that forms the basis for our health and disinfection cleaning programs. All employees will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food and Beverage.

c. Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence with national and local regulations. Training on how to properly use and dispose of PPE will be mandatory within the Safe and Good to Go training program. Every employee entering the hotel will be required to wear a face covering when moving through communal areas, but not when working alone, when eating or behind protective screens.



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d. Daily Pre and Post Shift Protocols

The West Highland Hotel has been effectively using virtual meetings to reduce physical meetings and will continue to do so for the foreseeable future. To minimise ad hoc face-to-face pre-shift meetings information will increasingly be communicated on-line on our on-line training site.

All departments will stagger arrival times to allow employees to enter the building, minimizing the volume of traffic in the back of house areas.

Hand sanitiser will be available adjacent to the staff entrances and employees will be required to sanitise their hands immediately when entering the building.

The Hotel Duty Manager will review all rotas to maximise the staggering of start times.

All staff work clothes must be changed at the end of every day and must be laundered at the maximum temperature the fabric can tolerate, or a minimum of 60°C.

In line with government advice staff will be encouraged not to use public transport and to travel by foot, bicycle or car. Until further notice staff must not share transport with anyone outside their household.

The current fingerprint sign-in and time keeping system will no longer be in operation for all departments.

3) THE GUEST JOURNEY

a) Pre-Arrival

Prior to arrival, guests will be contacted by email with the Good to Go Program to minimise contact at reception on arrival.

On the Day of arrival you will be able to check in and pay for your accommodation (and any prearranged extras) online.

Cash payment is no longer taken by the hotel in the bar or in restaurants, and payments will therefore ask that you pay for meals and drinks with your card throughout the stay, preferably using contact payment. This ensures a speedy 'key drop off' at check out and less time checking bills for accuracy. Tips are always welcome by the staff and can be placed into a fully enclosed container at the Terrace Restaurant and Reception.

At this stage, before their arrival, guests will be requested to check their temperature to ensure that it is below 38°C on the day of arrival. Guests will also be asked if they have had a new or continuous



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cough, had a high temperature or have lost their sense of smell or taste at any point in the last 7 days. If they are symptomatic or have a temperature above 38°C on day of departure, they will be instructed not to travel to the hotel.

The hotel will be carrying out random, contactless checks at check-in. If you are unable to check your temperature on departure for the hotel, hotel staff will be able to do this on arrival but if a guest is found to have a high temperature they may not be allowed access to the hotel and will be directed to the appropriate medical care.

Guests will have access to our Safe and Good to Go programme on our Website and via links on booking confirmation e:mail.

The revised room cleaning protocols mean that room service takes significantly longer therefore early check-ins will only be possible if the room is not in use the day before. We will try to satisfy a desire for an early check-in however this cannot be guaranteed.

Guests please note that Mallaig to Armadale (Skye) ferry is running a less frequent schedule this summer and is Pre Booking only this year, so make sure you book your and your car on in advance.

b) Guest Arrival

We kindly ask that you enter through the rear entrance if you are traveling by car, and the front entrance if travelling by train. There will be a Hand Sanitiser Station at the both entrances to sanitise your hands upon arrival. A member of staff will then greet guests at reception.

Visitors will be asked whether they have any of the 3 government symptoms in the last 7 days – a high temperature, a new or continuous cough or loss of taste or smell and asked if they checked their temperature on departure. No medical information will be recorded that has been provided by guests.

If the booking has not been pre-paid, we will take payment on arrival. We will be unable to take cash payments, only card transactions. The Receptionist will ask whether payment can be made against the card on which the booking was made in which case payment can be made directly without the need for handing over a credit card.

Guests will be given their sanitised room key and made aware of social distancing requirements. The reception will confirm reservation times for breakfast time and/or lunch and dinner.

Guests who are unable to take their own bags can request a concierge. This service will be provided with social distancing.

The hotel will be offering a “Housekeeping Light” service where no one will enter their room for the duration of their stay. If any items are needed they can be requested from reception by telephone. A traditional housekeeping service will still be available but guests cannot be in the room whilst room attendants are servicing the rooms, this should be requested at check-in.



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c. Guest Room Disinfection

Guests will be allocated a room that has been thoroughly cleaned, disinfected to enhanced standards as per our Safe and Good to Go Program. Each room will be fogged with disinfectant and then sealed with a disinfection sticker/seal that the guest will break upon entry.

d. Evening Meal Experience

Evening meals will continue to be served in the Terrace Restaurant. Tables and chairs will be arranged in line with recommended social distancing guidance.

Social Distancing will mean that the restaurant has less capacity therefore pre-booking is highly recommended to avoid disappointment. Reservations can be made by either logging into <https://www.resdiary.com/> or at Reception.

The maximum number of people able to sit at a table is currently restricted to six. It will be the responsibility of diners to ensure that they only dine with members of their own Social Bubble whilst such restrictions are in place.

Meals will temporarily no longer be served in the Hotel Lounge and Bar where social distancing is more difficult to comply with. Overflow tables may be made available in the Island View Restaurant (breakfast), however, the waiting staff and kitchen will be working in smaller teams to comply with social distancing therefore this will be dependent on availability.

On arriving at the restaurant all guests will be required to sanitise their hands and will be greeted by a staff member from behind a screen who will take contact details for the purpose of future Track and Trace. This information will be disposed of after 21days.

You will be escorted to your table at which you can remove your face covering. The table will have been disinfected and bare. Your server will then give you the option of booking your meals and drink via our online App or using the traditional menu.

Whilst you are choosing your meal your server will take a drinks order and bring bread and water to your table.

Items will be brought to the table on a tray and placed at the end of the extended tables for the guests to take off themselves. Whilst this may be inconvenient it is simply to protect staff members who would otherwise be in close contact with numerous people over a shift. As and when required.

To reduce queues at morning check-out we are asking that guests pay at the end of the their meal rather than charge to rooms.



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e. Breakfast Experience

All seating in the Island View Breakfast Restaurant will be socially distanced in accordance with current guidelines.

Buffet service is currently considered high risk and therefore our breakfast buffet will no longer be in service.

To help minimise contact time between guests and staff, a breakfast tick sheet will be placed in each room for each guest to complete and returned to Reception by 2200hrs the night before.

This tick sheet will inform the Hotel what food and drinks you will require, the approximate time and the room number of the other guests in your social bubble whom you wish to share a table with.

This information will enable a table to be prepared for you just before you arrive down.

On arrival at the Restaurant there will be a Hand Sanitiser station to sanitise your hands following which you will be greeted by one of the Hotel Team who will show you to your table at which point face coverings can be removed.

The tables will be extended such that items can be brought to the table whilst social distancing can be maintained.

f. Bar and Lounge Experience

Tables and chairs have been separated to comply with physical distance guidelines and Perspex barriers erected for additional protection. This does mean there are fewer tables inside the hotel however we are also operating reduced occupancy to minimise any inconvenience of there being limited downstairs seating. To prevent the formation of queues at the Bar and reduce the build-up of traffic in busy communal areas we will be operating Table Service for the foreseeable future. Orders will be taken by a Server or via an ordering App which is currently being developed. Payment will be taken, preferably contactless, when drinks are delivered.

g. Guest Check Out

There will be no need for guests to check out traditionally at reception. All bills will be paid as you go to prevent queues at check-out. Vat invoices will be e:mailed to the lead guest whose information was provided at time of booking

The length of time it takes to clean a room under the Good to Go program is around 50% longer, guests will be asked to call reception when departing their room.

On departure please remember to post your room key in our drop off box in the lobby to be sanitised after use.



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h. COVID-19 related Terms and Conditions

Our standard 48hr cancellation policy applies for all circumstances.

Guests should not travel to the hotel if they are showing one of the three primary Covid-19 symptoms: i) fever ii) new and persistent cough or iii) change or loss in smell or taste.

Should a guest appear symptomatic the hotel reserves the right to take their temperature with a non-contact thermometer. Any guest with a temperature of 38°C or greater will not be admitted along with all those in their travelling group. In such circumstances full payment will be taken for that nights accommodation for all rooms booked.

Should a guest develop COVID-19 symptoms whilst residing at the hotel and are required to get tested and self-isolate, the guest will **NOT** be allowed to self-isolate at the hotel and **MUST** check-out at the earliest opportunity along with all those in their travel group. Likewise, should a guest be contacted by the 'Test Track and Trace' team whilst a resident at the hotel and instructed to self-isolate, that guest will also **NOT** be allowed to self-isolate at the hotel. This guest and all those in that persons travel group also **MUST** make their way home immediately.

If it is too late for the symptomatic/notified person and group to realistically rearrange travel plans, all persons in the group can remain at the hotel until the following morning but **MUST** all remain in their room until time of departure. The hotel will refund all the group for any subsequent full days (based on 1600hr check-in) not used, and provide support in making alternative travel arrangements if required.

4) CLEANING PROTOCOLS – SAFE & GOOD to GO

The foremost priority of the West Highland Hotel is the safety of both our guests, employees and community. In response to the on-going COVID19 crisis the West Highland Hotel has developed new cleaning and disinfection procedures that we have called Safe and Good to Go. The system has been developed with the aim of achieving best practise standards of cleanliness and disinfection in the West Highland Hotel.

All hotel staff will undergo additional training to ensure our revised cleaning and disinfection practices allow our guests to enjoy an even cleaner and safer stay from the moment they arrive at the hotel.



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a. Cleaning Products

Given the current pandemic, our cleaning and sanitation products have been reviewed for their effectiveness. More appropriate alternative products have been identified for use against the virus that causes COVID-19 and are also effective against viruses, bacteria and other airborne and blood pathogens. We are working with our suppliers to ensure constant supplies. Many of the new products are typically used in a hospital environment and suited for high traffic areas, guest rooms and on high touch surfaces. For additional reassurance the Hotel has also purchased a Fogging machine to disinfect communal areas, guest rooms and soft furnishings.

Housekeeping, Food and Beverage and Kitchen staff are the principal departments responsible for all cleaning and disinfecting in their respective areas, however other departments will provide additional support as appropriate, to help ensure employee and guest safety.

b. Public Spaces and Communal Areas

The frequency, intensity and duration has been increased to all public areas with an importance placed on frequent contact surfaces including, but not limited to, front desk check-in counters, door handles, light switches, public washrooms, room keys and locks, stair hand rails, dining surfaces and seating areas.

c. Guest Rooms

As part of our Safe and Good to Go program much of the loose collateral will be removed including irons, ironing boards, bibles, information booklets, spare blankets and spare pillows. All these items have been identified as being more difficult to disinfect however they can be made available on request.

Tea and coffee making facilities will remain in the room in sealed packets with the kettle being cleaned and sanitised after each stay. Single use paper cups for coffee and tea will be available in rooms, and single use wrapped cups will be available in bathrooms.

Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular importance paid to high-touch items including TV remotes, toilet seats and handles, door and furniture handles, taps, shower controls, telephones, tv controls, light switches, roller blind chains, window handles, luggage racks and floors.

Bedroom windows will be opened as fully as possible to ventilate the rooms allowing as great an air change as possible for as long as possible.

The room will be finally fogged and sealed before your arrival and then will be sealed until the guest enters.



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d. Kitchen

The West Highland Hotel already operates a Food Safety Management System based on Hazard Analysis and Critical Control Point (HACCP) principles. This system has been assessed with COVID-19 in mind and additional control measures identified and introduced.

The imposed social distancing measures introduced means that the kitchen will be working in smaller teams. We will aim to continue to provide the same high quality of food however there may be occasions when service may be slightly slower than previous.

e. Laundry

All bed linen and laundry, including towels, will be washed at a high temperature and in accordance with HSE and NHS guidelines, above 65 degrees Celsius. Dirty linen will be individually bagged from each room to remove any contact with other bedding from other rooms and to minimise contact to linen porters. In addition, alternative washing powder has been sourced that is typically used in medical settings.

Unfortunately, due to the higher demands on the laundry we will temporarily be unable to provide a laundry service to our guests

f. Back of the House

As with the public spaces the frequency, intensity and duration of the cleaning and disinfection will be increased to high traffic areas with an importance on employee entrances, toilets, offices and kitchens.

g. Shared Equipment

Any tools or equipment that are shared will be disinfected during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and any other communication devices, payment terminals, handheld POS devices, static POS devices, kitchen implements, maintenance tools, cleaning equipment, keys and all other direct contact hotel items.



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h. Room Recovery Protocol

In the event of a possible case of COVID-19 the guest's room remain in quarantine. The room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case being confirmed, the room in question will only be put back into service after undergoing a further enhanced disinfection protocol approved by Health Protection Scotland.

5) FACE COVERINGS

a. Front of House

All guests will be expected to use a face covering for the duration of their stay when moving about inside the hotel. This is deemed necessary as current social distancing guidelines cannot be maintained at all times whilst moving around the hotel. We take seriously and our duty of care to guests, staff and our relatively isolated community. Face coverings can be removed in your rooms and whilst seated in the Lounge, Restaurants and Bar.

b. Back of the House

As part of their uniform, staff will be provided with 3 reusable face coverings and as per the uniform standards will be required to be taken home in a sealed bag and washed after each shift. All other PPE will be housed in department specific locations including housekeeping and maintenance.



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6) SOCIAL DISTANCING

Throughout the hotel we aim to meet or exceed the government guidelines on social distancing. To further protect the social distancing and safety of our guests, all will be asked to wear a face covering when circulating around the hotel. When guests are stationary, in a designated socially distanced seating area, masks are not required.

a. Queuing

In all areas where guests or employees are likely to form a queue there will be clear signage for appropriate social distancing. Guests will be encouraged remain seated where possible until developing queues reduce in length.

b. Hotel Reception Area

Reception staff will be protected by Perspex screens. The Reception work station will also be protected by a Perspex screen as bar staff entering the office are within 2m of the desk. Face coverings should be worn by everyone entering the Reception other than those using the Perspex protected desk.

c. Restaurant and Bars

There will be a reduction in capacity in The Terrace Restaurant and West Highland Whisky Bar to allow a minimum of two meters between each seated group. The whisky bar will be fitted with a Perspex screen. Additional dining space will be offered in the Island View Function room.

d. Back of the House

The same social distancing protocols will be followed in the back of house areas as are being used front of house. Social distancing will be used when serving staff food, in associate dining areas, shared office spaces and in any other high concentration areas to ensure the correct social distancing between employees.



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APPENDIX 1 – Department Specific Protocols

All staff will be required to wear a face covering when moving around the inside of the hotel, irrespective of their task.

All staff will be required to comply with good hygiene at all times when on hotel premises. This requires that hands be washed for 20sec in accordance with the displayed recommended guidance on their arrival on shift and departure for home. In addition, hands must be sanitised in all the following circumstances:

- Before and after handling food
- After handling something handed to you by another person
- After using the toilet
- After Smoking
- After completing any cleaning task
- After removing gloves
- After handling refuse
- After coughing or sneezing
- After touching your face
- After touching any surface, object or equipment likely to have been touched or used by another person

Department specific protocols may also identify additional hand wash points.

If a person has sensitive hands and is concerned about the number of times hands they need to be sanitised, surgical gloves can be used as a protective barrier. Using gloves in such circumstances will not negate the need to sanitise the gloved hands at the above identified points.

Staff will be trained in new and enhanced cleaning and disinfecting protocols. A summary of the targeted areas are included below:

a. Housekeeping – Public Areas (entrances, stairs, lounge, corridors)

Employee PPE

- Face coverings to be worn whilst cleaning and moving around public areas.
- Gloves (single use or disinfected reusable) to be used whilst cleaning and dealing with waste removal
- Gloves removed using correct removal technique
- Gloves correctly disposed of on completion or disinfected if reusable
- Hands washed after removing gloves removed with proper hand hygiene

Cleaning and Disinfecting Protocol

- High Risk (max 2 hours) – Remove dirt, disinfect, wipe off with paper towel and polish with micro cloth:
 - Hotel Entrance Doors – special attention to
 - Handles



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- Glass
- Hand Plates
- Reception Area – special attention to:
 - Countertop
 - Perspex Screen
 - Reception Door handles
 - Reception Bell
- Lounge – special attention to:
 - Table surfaces
 - Chair armrest and hand touch chair backs
 - Travel information on walls
- All Hand Sanitiser Station
- Stair Bannisters
- Internal Communal Doors– special attention to
 - Handles
 - Glass
 - Hand Plates
- Medium Risk (max 4 hours) – Remove any waste/dirt, disinfect and wipe:
 - Hotel Entrance
 - Mop and disinfect Floors
 - Pedal Bins emptied
 - Chairs Seat and backs
 - Light Switches
- Low Risk (daily)
 - Lounge
 - Carpet hoovered
 - Decorative Furniture – wiped and polished
 - Chair Seat – disinfected, wiped and polished
 - Chair and table legs inspected and wiped clean
 - Area fogged either last thing at night or first thing in morning
 - Corridors
 - Carpets hoovered
 - Skirting boards wiped
 - Furniture – wiped and polished
 - Stairs
 - Steps Hoovered
 - Rails wiped
 - Emergency Exit Doors wiped and polished

Social Distancing and Hygiene Protocol

- Staff to adhere to social distancing in the public areas and back of house
- Staff to comply with Hotel Hand Washing Protocol
- Staggered starting times
- Shared equipment (vacuum cleaner, mop etc) wiped down with disinfect wipe after use



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Guest Considerations

- Potential to spray guest whilst disinfecting
- Ensure wipe off disinfectant from seats and surfaces
- Signage – wet floor and cleaning in progress
- Trailing leads
- Complimentary water, tea and coffee removed from communal areas

b. Housekeeping – Public Toilets

Employee PPE

- New disposable mask to be used when cleaning public toilets and immediately disposed of after use
- Gloves (single use or disinfected reusable) to be used whilst cleaning and dealing with waste removal
- Disposable apron to be worn during cleaning of public toilets and immediately disposed of after use
- Safety glasses to be used during heavy cleaning of toilets in case of splash back

Cleaning and Disinfecting Protocol

- All touch points in Public Toilets to be disinfected with appropriate disinfectant spray, wiped down with paper towel with is placed in plastic bag and sealed for disposal. The following items will be focussed on every 4 hours:
 - Door handles
 - Toilet Paper Dispenser
 - Paper Towel Dispenser
 - Switches
 - Toilet flush handle
 - Cubicle Handle
 - Toilet Seat
 - Grab rails
 - Baby changing table
 - Waste Bin
 - Water Taps
 - Floor (mopped with appropriate disinfectant)
- At the end of cleaning the room will be fogged with disinfectant
- Carrying caddy's disinfected before and after each shift
- Shared equipment wiped with disinfectant wipe before and after use

Social Distancing and Hygiene Protocol

- Only one person allowed in each washroom at a time. House keeper to wait until washrooms are vacated until entering
- Hands to be washed on completion of cleaning and removing apron removing gloves
- Gloves and mask removed using correct removal technique
- Gloves and mask to be correctly disposed of on completion or disinfected if reusable
- Hands washed after removing gloves removed with proper hand hygiene



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Guest Considerations

- Signage to indicate Cleaning in progress and Wet Floors

c. Housekeeping & Maintenance – Guest Rooms

Employee PPE

- Gloves (single use or disinfected reusable) to be used during all cleaning tasks
- Gloves to be changed after each room or disinfected if re-usable, with proper hand hygiene
- Disposable aprons to be used during all cleaning tasks and changed after each room
- Safety glasses and face mask to be used in heavily soiled toilets
- Face coverings to be used when moving between rooms in communal areas

Cleaning and Disinfecting Protocol

- Each person allocated their own carrying caddy which is disinfected at start and finish of shift
- Shared equipment wiped with disinfectant wipe before and after each use
- Windows opened to encourage air exchange throughout the room
- Bedding, towels, mattress protector and pillow protectors washed at higher temperature with medical grade washing detergent
- Guest linen, mattress protector, pillow protector will be delivered and removed to room in single use or reusable bags which will then be washed with the linen
- The following hand touch items will be targeted for enhanced disinfection cleaning in accordance with the Safe and Good to Go Program:
 - Door handles and locks
 - Light and Lamp Switches
 - Cabinetry handles, knobs
 - Heater controls
 - TV Controls
 - Touch point on chairs and armrests
 - Kettles and Hairdryer
 - Phone and receiver
 - Roller blind pull chains
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Window handles
 - Mirrors
 - Hangers
- Linen, mattress and pillow protectors will be delivered and removed from guest rooms in single use or reusable bags (sent to laundry to be washed with linen)
- Single use toiletries will be supplied and replaced between each stay
- Check all room amenities are in working order and complete Room Checklist



WEST HIGHLAND HOTEL

- Window then closed
- Final cleaning protocol will be a Fogging machine used to disinfectant areas difficult to reach and soft furnishings
- Disinfected room then sealed with a label only for the new guest staying in the room to break

Social Distancing & Hygiene Protocol

- Employee staggered work starting times
- Minimise movement around hotel by stocking dedicated cupboards on each level
- Housekeeping staff to minimise contact with guests while cleaning guestrooms.
- Any maintenance issues must be addressed whilst guest out of room
- All windows to remain open until fogging
- Staff must adhere to social distancing when working between rooms in the public areas
- Hands washed between each room
- Call down to reception from room phone to confirm when room complete

Guest Considerations

- In room collateral – the following items are considered difficult to disinfect and have been removed but can be made available upon request: information folders, iron, ironing board, bible, spare blanket, spare pillows, paper and pens
- Any potentially reusable collateral will be removed from the room between each stay – ie coffee, tea, sugar, toilet paper
- Single use paper cups to be used
- Guest to inform Reception when departing so that the windows can be opened to encourage airflow through the room

d. Reception – Front Office Team

Employee PPE

- Face coverings need not be worn whilst behind Perspex screen
- Face covering worn when come from behind the protection of Perspex screen for any reason
- Face coverings to be worn by any person entering Reception Front Office
- Disposable gloves used when disinfecting reception area

Cleaning and Disinfecting Protocol

- Reception counter to be kept clear of items that can be touched by guest and difficult to clean
- A clean desk policy is in operation:
 - All non-essential items to be removed from desk and stored away accordingly
 - Desk to be sanitised at start and end of each shift
 - All hand touch computer equipment and telephone is to be cleaned and disinfected with wipes at the start and end of each shift
 - All hand touch objects and surfaces to be cleaned and disinfected at the start and end of each shift, including:
 - Door handles



WEST HIGHLAND HOTEL

- Drawer handles and knobs
- Photo copying machine
- All items received or handed to guest to be sanitised:
 - Keys before stocking and before handover
 - Credit Card Machine
 - Pens
- All items received or handed to staff to be sanitised:
 - Pagers
 - Non contact thermometer
- Ensure Perspex screen and reception counter are regularly sanitised

Social Distancing and Hygiene Protocol

- Wash/sanitise hands on arrival and departure
- Compliance with hotel hand hygiene protocols
- Remain behind Perspex barrier when communicating with guests and staff
- Minimise access to office for essential purposes only eg. access to bar
- Only one additional person allowed in front office at a time
- Wash/sanitise hands after touching any object handled by another person
- Staggered working times
- Reception staff have own dedicated stationary to be kept separate
- Use radios when communicating with house keeping to reduce movements around hotel
- Only make / collect refreshments and meals for yourself not others

Guest Considerations

- Left luggage area will be Island View Restaurant not front or back office
- Minimise information handover e.g.
 - VAT receipts sent via e:mail
 - Remind guest that information available on line
 - Remind guest to ring down when departing room, check not left anything and to drop key off in drop box

e. Back Office

Employee PPE

- Face coverings need not be worn when seated in back office
- Face covering to be worn when other staff members enter back office
- Face coverings must be worn by any person entering the back office
- Disposable gloves used when disinfecting back off

Cleaning and Disinfecting Protocol

- A clean desk policy is in operation:
 - All non-essential items to be removed from desk and stored away accordingly
 - Desk to be sanitised at start and end of each shift
 - All hand touch computer equipment and telephone to be cleaned and disinfected with wipes at the start and end of each shift



WEST HIGHLAND HOTEL

- All hand touch objects and surfaces to be cleaned and disinfected at the start and end of each shift, including:
 - Door handles
 - Drawer handles and knobs
 - Photo copying machine
- All items received or handed to another person to be sanitised:
 - Pagers
 - Non contact thermometer
- Ensure Perspex screen and reception counter are regularly sanitised

Social Distancing and Hygiene Protocol

- Use back office exit door as much as practically possible
- Wash / Sanitise hands on arrival and departure
- Compliance with hotel hand hygiene protocols
- Only one additional person allowed in back office at a time
- Re-position workstations to ensure comply with physical distancing or install screen to separate work areas
- Limit share use equipment
- Staggered working time
- No meetings in back office – use video conferencing

f. Restaurants

Employee PPE and Hygiene protocol

- Face coverings to be worn by restaurant staff when moving around hotel, restaurant and bar
- Disposable or reusable gloves to be worn whilst performing cleaning/disinfectant tasks
- Employees to comply with hotel hand hygiene protocol at all key points
- Additional hand sanitising to be carried out:
 - before taking crockery and cutlery etc to table
 - before a table is served with food or beverage
 - after food or beverage items are removed from table
 - each time menus/tablets are handled
 - each time payments are taken
- No item to be used by guest to be left in the open

Cleaning and Disinfecting Protocol

Start of day

- Floor to be swept and then mopped with disinfectant
- Table and chair legs cleaned and wiped down
- Entrance door glass and handles disinfected and wiped down
- Hand Sanitiser Station wiped down



WEST HIGHLAND HOTEL

Start of shift

- Entrance doors glass and handles disinfected and wiped down
- Reception counter disinfected and wiped down
- Tables and chair seats and armrests sprayed with disinfectant, wiped and polished
- Credit card terminals disinfected
- EPOS machine disinfected and wiped down
- Fridge door and handles disinfected and wiped down
- Menus and tablets disinfected
- Trays and tray stands disinfected
- Personal items - Pager, pens etc

During Shift

- Tables and chair seats and armrests sprayed with disinfectant, wiped and polished between guests
- Stands and trays including all associated equipment to be disinfected between use
- Service stations, worktops, screens, fridge glass and handles to be disinfected at least once per hour
- Credit card terminal wiped down after each use
- Menus and tablets wiped down after each use
- Wine coolers disinfected and wiped down after each use
- Food preparation in the pantry to be disinfected once every hour
- When food items are ready, they are to be left on the pass and transferred to the front of the house without contact
- Hand contact points on doors and drawers between kitchen and table to be wiped with disinfectant at least every hour

End of Shift

- All items removed from tables
- All tables cleaned, disinfect and wiped down
- All chair seats, backs and armrests cleaned disinfected and wiped down
- Disinfect with spray and wipe down:
 - Screen
 - Door handles
 - Fridge doors and handles
 - EPOS terminal
 - Credit Card terminal
- Restaurant area Fogged with disinfectant

Physical Distancing Protocols

- Tables and chairs rearranged in accordance with government recommended distancing guidance
- Greet guests from behind Perspex screen
- Payments made from behind Perspex screen
- Staff to maintain social distancing as much as reasonably practical
- Guests encouraged to pre-book booking allowing staggered sitting times
- Signage encouraging guests to observe social distancing In the event of walk-ins supervisors and managers to manage physical distancing of queues (in addition to signage)



WEST HIGHLAND HOTEL

- To avoid queuing pre booking has been advised and a sign will be put up to indicate when restaurant full
- Guests may only sit with other members of their household or the group they are travelling with. This is the responsibility of the guest
- The Island View Restaurant may be opened in busy times when the Terrace is full. However this will only be available with consideration to smaller operated teams
- Room service will be an option at a tray charge of £15. Delivery will be placed outside room, guest will be notified when the food is outside. Guests to notify when items are ready for collection

Guest Considerations

- Guest can remove facemask once seated
- Menus are available on-line or a paper copy can be made available
- All buffet services to cease for the near future
- Tables will not be set in advance but only on guest arrival
- Straws to be stopped immediately
- Condiments to be served in single use containers
- Napkins will no longer be placed on the guest lap
- All food, beverages, to be placed on extended table – never handed directly to the guest
- All buffets are to be ceased immediately
- Guest to pay at the Restaurant reception counter – credit card only payments, no cash or charges to room
- To ensure social distancing cutlery, glasses, napkins and side plates brought to the end of the table for the guest to take
- To ensure social distancing food and beverages will be brought to the extended table for the guest to take
- Guest will be required to clear used items to end of table for clearing to ensure social distancing
- Currently only one table of 6 in the Terrace
- Larger tables can be accommodated by advanced booking only

g. Bar

Employee PPE & Hygiene

- Face coverings to be used when working behind bar to better protect glasses etc from coughs and sneezes
- Face coverings to be worn by all bar staff when moving around hotel, restaurants and the reception front and back office
- Disposable or reusable gloves to be worn whilst performing cleaning/disinfectant tasks
- Employees to comply with hotel hand hygiene protocol at all key points
- Additional hand washing to be carried out:
 - before taking any beverages to tables



WEST HIGHLAND HOTEL

- after removing any items from a table
- each time an item is touched that another person could have touched
- each time payments are taken

Cleaning and Disinfecting Protocol

Start of day

- Disinfect and wipe the Bar door handle on both sides
- Contents of bottle bin emptied into outside bottle storage containers
- Bottle bin disinfected and cleaned
- Contents of recyclable bin emptied into large blue bin
- Recycle bin disinfected and cleaned
- Contents of waste bin emptied into large general waste bin and replace bin liner
- Empty broken glass bin into large general waste bin
- Bar tops disinfected and wiped down
- Screens wiped down
- Gold Bar rails disinfected wiped down and polished
- Bar floor mopped with disinfectant
- Bar Tables and Chairs disinfected and wiped down
- Carpet hoovered

Start of Shift

- Disinfect and wipe down the following:
 - Bar door handles
 - Fridge glass and handles
 - Bar sinks and taps
 - EPOS Till
 - Card Machine
 - Coffee machine hand touch points
 - Glass washer handle
 - Wipe down and disinfect ice cooler
 - Check, clean and disinfect serving trays before using
 - Sanitise and wipe down all beverage dispensing fonts, taps and pumps

During Shift

- After each use
 - Serving trays sprayed with disinfectant
 - Spray Wine Cooler with disinfectant and wipe off with blue cloth
 - Wipe down and disinfect table and chairs immediately after guest has vacated
 - Hand touch items like coffee machine steamer
 - Used empty glasses, cups and saucers etc cleared from table as soon as vacated
 - Used glasses and crockery to be washed immediately, no need to wait for full load
 - Disinfect hand touch items with disinfectant wipe before and after each use
 - If more than one person is working in the bar use disinfect spray and wipe between use
 - Wash and dry spirit measures



WEST HIGHLAND HOTEL

- Every 60 minute minimum
 - Disinfect with spray and wipe down bar and bar rail or as required
 - Wipe down beverage dispenser taps, pumps and guns

End of Shift

- Bar dispenser fobs, ice bucket, coffee machine jugs and spirit measures put through glass washer
- Disinfect and wipe down all beverage fonts, dispenser taps, guns and pumps
- Disinfect and wipe all bar top surface
- Disinfect and wipe down bar sink and taps
- Tables cleared of any used or waste items
- Tables and chair seats, backs and arrests disinfected and wiped down

Physical Distancing Protocols

- Perspex shield between bar and guests
- Guests not to order from or to stand at bar.
- Bar, Lounge and Outside areas will be Table service
- Bar menu App in development
- Signage to encourage maintaining social distancing
- Floor markings to encourage social distancing
- Groups of tables and chairs will be separated in accordance with latest government guidelines
- Maximum people at table is 6No.
- Tables cannot be moved by guests
- Guests to remain with members of their household or the group they travelled with
- Limited space in bar due social distancing so will be dedicated to beverages only, meals can only be served in restaurants – except for breakfast for those with pets.
- In addition to signage Duty managers and bar staff to manage physical distancing of queues

Guest Considerations

- Queuing system in place with floor markings
- Orders taken at single serving point
- Table service in bar currently suspended
- Guest can remove face covering whilst seated but must be worn when moving around hotel
- Face covering to be worn whilst queuing
- To minimise time at bar guest can access drinks menu on line
- No loose straws to be served, only individually wrapped straws used
- Bar snacks behind bar in sealed containers or packets
- Guest to pay for beverages at time of ordering. Contactless payment preferred, no cash payments or charges to room
- Guests can take dogs into bar area but must discourage other guests from stroking