



DUKE OF GORDON HOTEL

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Dear Guest

We are pleased to be welcoming you back following the recent travel restrictions.

We have produced this guide in accordance with the Scottish Government instructions and legislation to help keep you safe when you are visiting the Duke of Gordon Hotel.

All guests will have their temperature checked on arrival. Should the guest temperature exceed the permitted level we will follow the Scottish Government Instructions and request that they immediately return home and seek medical attention from their GP

Guests are asked to use the hand sanitising gel regularly. These are provided at entrances, exits and throughout the hotel. Hands should be washed with soap and water for a minimum of 20 seconds on a regular basis during their visit.

We advise guests to wear masks in public areas but this is at their own discretion. Where possible the 2 metre social distancing should be observed. There are places throughout the public areas where only 1 meter is possible. To help reduce the transfer of any possible infection guests are asked to keep to the left hand side of corridors and staircases.

Once you have checked in you will be given your room key. Please keep this with you at all times while in the hotel. Your key should be handed back to reception only when you have vacated your room and ready to check-out and pay your account. Mislaid keys will be charged £20 for replacement. This will be added to the bill prior to payment.

The hotel lift is very small and only able to take a maximum of 3 people at a time. Please only use the lift with people that you are with and where possible use the stairs.

For guests with mobility problems we will assist with luggage. The luggage will be taken from you and transported to your room and placed outside the door. We will not enter the room. You can book at reception for assistance with luggage on departure. The luggage must be placed outside the door for collection at the time agreed. The luggage will be transported to reception for you to collect there.

Your bedroom has been fully sanitised and prepared for you. Rooms will only be serviced during your stay on request. Personal use items (cups, stirrers, mouth rinse glasses etc.) have been replaced with disposable items. If you require additional bedroom items please use the attached form, hand to reception in the morning and these items will be sealed in a bag and placed in the room for you.

Should there be any maintenance issues please telephone reception from the room and report it. As soon as possible a member of the team will be dispatched to your room to rectify the fault. Once the person arrives you must vacate the room while they are there. They will be wearing masks and gloves and will sanitise the area they have been working in before they leave. You will be able to return to the room after they have departed.

A one way system will be operating in the lounge bar for you to obtain drinks. Please follow the instruction markers and guidance by team members. In order to safe guard the possibility of the virus being transmitted via CASH we would be grateful if you would charge all purchases to your room account or use contactless card machine.

A one way system will be operating in the restaurant for Dinner and Breakfast. Please follow the instruction markers using the 'IN' & 'OUT' doors and guidance by team members. On your first evening in the restaurant for Dinner please wait at the restaurant 'IN' door and a member of the restaurant team will show you to a table. This will remain your table for duration of your visit. Both the table, table linen and the chair arms will be fully sanitised after every use.

All cutlery and crockery has been sanitised and will be placed on the table for you. At breakfast your order will be taken and the food delivered to your table with tea, coffee and toast. The Dinner Menu for that evening will be on your table at breakfast time for you to fill in for that evening's dinner. These will be collected from you before you depart the restaurant for your day out.

The Oak Hall and Ballroom have been set out to allow for social distancing. Please observe the distancing recommendations and stay safe.

The welfare of our guests and team members is of great importance to us so all team members will be wearing Masks and Gloves at all times in the public areas but please be assured that they are wearing a smile behind them.

Should any guest develop symptoms of COVID 19 while at the hotel please remain in your room and inform reception using the telephone immediately. Please remain in the room until instructed that you can leave. You will need to return home as soon as possible to self isolate and contact your GP or local Health Centre for advice and assistance. The hotel will assist with a safe passage for you out of the building and to your vehicle. If you are having difficulty breathing or have a high fever we will contact the local health centre and paramedics to help you. In accordance with Scottish Government legislation we are legally bound to inform the local authorities as soon as possible of your condition and provide them with your contact address. We also have to inform them the action we have taken.

We thank you for helping us to reduce the risk of infection from COVID 19 and for your understanding at this difficult time. We trust that you will have a safe and pleasant holiday with us and look forward to welcoming you again in the future.

Kind regards

All at the Duke.