

Keeping you safe and sound

The safety and security of our guests and staff remains of paramount importance. In advance of you staying or dining with us we want to let you know about the procedures we have put in place.

We have a company COVID 19 policy and COVID 19 risk assessment with new operating guidelines and all our staff have been fully trained.

before your arrival

To assist us in our planning we would like to remind you to book your accommodation and dining in advance to avoid disappointment.

We will be in touch with you in the days leading up to your stay to take advanced payment for your accommodation to minimise the time you spend in reception on check-out.

Currently we will only be accepting card payment, so a polite reminder that cash will not be accepted.

If you are showing any Covid-19 symptoms prior to your visit, we would politely ask you to stay at home and reschedule your booking with us, which our team will be more than happy to help you with.

our team, our guests and our spaces

New working practices to safely look after our guests and team have been implemented. Our teams will wear masks, visors, gloves for handling luggage and additional PPE as required.

We have adapted our staff areas so that our teams can practice physical distancing with measures including a one -way system for food service, chefs operating in separate sections of the kitchen and staggered staff breaks. We will have strict routines of hand washing and sanitising equipment. We have adapted working patterns for our staff to minimise contact and implemented health check questionnaires.

We will have thorough cleaning throughout the day, focusing on high contact surfaces, seating, tables and equipment - using COVID-specific anti-viral products.

We have signage for physical distancing in the hotel and restaurant and hand sanitisers have been placed throughout the hotel for your use.

food and drink

Our Poacher's Brasserie and Private Dining rooms will be open to residents and pre-booked guests. For the comfort of both we will encourage advanced bookings. Our table layout has been adapted to allow for spacious dining, we ask that you are mindful of physical distancing when arriving and leaving.

We will be using laminated menus and which will be sanitised after each use, as well as individually wrapped condiments including sugar, salt and pepper, butter, jams and sauces. Tables will not be pre-set, instead cutlery and glassware will be taken to your table as required. Disposable napkins will also be used.

The restaurant and kitchen will have additional cleaning routines between service and bookings.

Service for drinks will be table service only.

checking-in

On arrival we may ask you for additional information because of the track and trace system we have in place. You will also find a hand sanitiser station as you enter the hotel and at key points throughout the hotel.

Our housekeepers will have extra time to clean bedrooms. They will be wearing suitable PPE with anti-viral cleaning products, with extra attention given to bathroom fixtures and room amenities. Rooms will also be disinfected after each guest departs. If your stay with us is longer than 1 night your room won't be serviced by us until you've left. We have removed most of our printed materials and menus from the desks in rooms to keep our surfaces clear. Anything that remains will be on laminated paper to allow them to be sanitised for each guest. For any additional specific hotel information, you need, whether it be menus, dining reservations or check out times, please remember we are always at the end of the phone.

If you are a resident of the hotel, we would kindly like to ask that for the duration of your stay with us you use your own bathroom facilities in your room to help our efforts to minimise usage of the hotel's public toilets.

checking-out

While you will have arranged payment ahead of your stay, removing the usual checkout payment procedure, please still come and say goodbye when you leave your key with reception. Keys are sanitised after each use ready for our next guests.

As the COVID19 situation evolves and guidance changes, we will immediately introduce any new measures required by the UK Government.

And finally, these continue to be unsettling times for everyone as we adapt to this 'new' normal so we kindly ask for your patience with our staff as they adapt too and strive to deliver the very best Maryculter House experience for you.

Thank you,

Peter and your Maryculter House Team