



INVERCARSE  
HOTEL

Rest assured your enjoyment is at the heart of our plans, along with the best of care to look after you and the hotel team as travel and leisure slowly returns.

We are working with Best Western UK and the British Accommodation Quality Kitemark programme as well as **Visit Scotland's "We're Good to Go" certification**, to give you the confidence to book with us.

Read on for our key messages below:

- British Quality Kitemarked Standards & Procedures for the Team
- Visit Scotland "We're Good to Go" Certification
- Enjoying your Stay at the Invercarse
- Start with your Easy Direct Booking
- Steps we're taking and what to expect from your stay

## British Quality Kitemarked Standards & Procedures for the Team





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The recognised accredited standards of the Quality in Tourism Kitemark procedures have been rolled out to all team members at Invercarse Hotel have been incorporated into all service offerings to deliver excellent friendly hospitality with enhanced hygiene practice

## Clean & Safe Hotel Standards

It is safe to say we have always been a clean hotel; it is such an important part of delivering a high- quality service. We are now working in the following ways to enhance and meet recognised standards:

- Sanitisation stations for you and our staff members to use at main arrival points including wipes for you to clean your phone, digital devices or credit card.
- Perspex screens at Reception
- For hard surfaces such as door handles, locks and keys, with an anti-viral cleaner
- Areas including Reception, Lounges, Bar, Dining areas, corridors, staircases, conference rooms and offices are cleaned at regular intervals.
- We have additional checks at all levels in Food Service from the kitchen to service.
- All food service team members wear masks/visors.
- All housekeeping team members wear masks/ visors and gloves.
- All team members are trained in the enhanced hygiene standards and procedures required during their time at work.
- All team members health status is confirmed prior to work and are trained in how to help a guest or colleague should they need to.

## Tell us what you think

Your feedback is important to us. Please tell us during your stay if you think we are doing something well or an area you think we could improve – we will act on all feedback. Thank you for reading this update and we wish you a relaxing and enjoyable stay here at Best Western Invercarse.

Kindest regards

*Martina Whiting, Director*



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## Enjoying your Stay at Invercarse Hotel



Our team will be delivering the Best Western British Kitemark quality programme for Clean & Safe hotel stays which meets the latest government guidelines so that you can enjoy happy, relaxed and enjoyable stay.

- Check in online – for a smooth arrival at the Invercarse, we will collect your email when you book and send you details.
- Perspex screens have been installed at reception so you can safely talk to our receptionists.
- Signage New social distancing signage are in place to help manage guests arriving at the same time.
- Key Cards You will receive a sanitised key card, and can download a QR code which has welcome letter, room service menus and information which you would usually find in your bedroom compendium.
- Sanitisation station for your use at main arrival points, plus we've installed more auto dispensing hand gel stations in various parts of the hotel.
- Windows – all our bedroom windows fully open, to allow you to air your room, as and when you like. We kindly ask that on departure please leave your window open.
- Doors – including fire doors are cleaned on a regular basis.



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- Following the kite-marked cleaning programme we have reduced touch points around the hotel and in your room to meet the standards.
- Final Invoices will be emailed to you on your last night – so any queries can be addressed prior to departure.
- Keys - You can drop your keys in the express check out drop box in reception
- Bedrooms Every bedroom is deep cleaned, as it always has been after each stay with additional care to key touch points. Extra pillows, throws and literature have been taken out of all bedrooms to minimize contamination risk.
- Public areas and corridors are sanitised at regular intervals and when necessary.
- All Guest and Public Areas – will be cleaned using food safe cleaning materials.

### Friendly Service to your Room

- Room service will be delivered to your door, with team members stepping back to maintain social distancing. All used crockery should be placed outside your room door for collection by a member of the team once you have finished and you can message Reception when it is ready to be collected from outside your room.

### Dining in the Redwood Restaurant

- You can choose either to have a grab and go breakfast, or cooked/continental breakfast in the restaurant.
- Grab and Go breakfast will be delivered to your room at 6.30am and left by your door.
- All room service will be placed outside your room to collect and you can message Reception when it is ready to be collected from outside your room.

### Your Stay – Clean & Safe

- The Quality Kitemark means we are focusing on key touch points with extra disinfection of items and areas frequently touched including light switches, door handles, TV remotes, telephones, taps and all surfaces.
- The Guest Folder has been removed so please use the QR code which is displayed at reception and on your welcome email?
- To keep your bedroom space safe, will not enter or service your room during your stay. If you require a room service please leave the 'Service my room' sign on your bedroom door. If you require fresh towels, linen or amenities, please let reception know.
- We have removed all stationery, pencils and magazines – all are available on request from reception



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- The vital tea & coffee tray will be replenished and cleaned after each guest so all items will be wrapped, items are single use. Cups are put through a dishwasher and washed on high temperature. If you prefer a paper cup, please advise reception.
- In your bathroom you will find soap dispensers for your use – remember to bring your favourite toiletries with you. Reception keep a supply of toiletries should you forget something.

### Relaxing Stay – choosing how you pay

- We will send you your bill the night before departure by email, and ask that you settle room extras prior to departure.
- Ideally our preferred methods of payments are electronic but we do accept cash.

### Start with your Easy Direct Booking

Your benefits of booking direct – in this world of third-party intermediaries when you book directly with the Invercarse team you will have a clear, easy booking process.

- Best rate guaranteed
- No nonsense – when you book direct, we are here for you and we will make it easy! There are no 3rd parties involved, no online help forms or forums when you need to make a change so call us 01382 669231 or email [reception@invercarsehotel.co.uk](mailto:reception@invercarsehotel.co.uk)

## STEPS WE'RE TAKING and WHAT YOU SHOULD EXPECT

| Steps  | Guests   | Team Member |
|--|--|-------------|
| Temperature Checks                                     | No, if unwell thermometer can be provided.                         | Yes*        |
| Social Distancing – in line with government guidelines | Yes, there may be some social distance queuing required at points. | Yes*        |



|  |   |      |
|--|---|------|
| Hand Sanitising Stations               | Yes, there are several points throughout the hotel for guests and employee use  | Yes* |
| Signage and Information                | Yes – signage throughout the hotel, electronic Guest Directory and guest messaging service  | Yes* |
| PPE                                    | No not mandatory, however you are very welcome to wear face coverings.  | Yes* |
| Cots                                   | Please provide own baby cot/bed   |      |
| Pre-Arrival                            | Yes – Pre arrival guest emails and Online check in as detailed above.   | No   |
| Welcome & Screens                      | Reception team is always available to help you behind clear Perspex screens   | Yes* |
| Arrival                                | Welcome letter on arrival as detailed.  | –    |
| Guest Rooms                            | Guest Rooms will be clean and sanitised ready for your arrival.   | –    |
| Housekeeping                           | To keep your bedroom space safe, we will not enter or service your room during your stay. If you require a full room service, please leave our ‘Please Service my Room’ sign or your bedroom door. If you require fresh towels or amenities please let reception know.                        | Yes* |
| Guest Rooms – Open Window on Departure | Please can you open your bedroom window when you depart.  | Yes* |
| Guest Check out                        | On departure you will be offered Online Checkout as detailed above.   | –    |
| Guest Room Recovery                    | Yes, should you become unwell you will be asked to stay in your room and follow the guidance from NHS or “111”. After departure the guestroom will be closed for 72hrs. Then thoroughly cleaned using enhanced Electrostatic cleaning procedure before being checked and returned to service. | Yes* |
| Employee Health                        | No  | Yes* |

- Denotes included as part of team members standard operation procedures and daily work procedures.