



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.

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.
- 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 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 Invercarse Hotel.

Kindest regards

Sean Burke & Paul Brownlie, Owners



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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.
- 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.
- 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.
- 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.



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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
- The vital tea & coffee tray will be replenished and cleaned after each guest and all 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