

SAFE TO STAY

NESS CASTLE
Lodges

We continue to monitor Government Guidelines in relation to COVID-19 standards of operation for Ness Castle Lodges.

Our policies and practices continue to be updated in line with Government and industry guidelines.

The health and safety of our guests, staff and stakeholders is of paramount importance and you can be assured that we will ensure your safety and welfare during your stay.

We look forward to welcoming you to Ness Castle Lodges.

HOUSEKEEPING / CLEANING

- Housekeeping changeover processes and procedures are in line with current Government and Sector guidelines.
- Fogging of lodges / cottages carried out to ensure appropriate disinfection of the property.
- Additional cleaning routines for all public areas, including touchpoint disinfection, at regular intervals.
- Reduction of printed materials and removal of excess soft furnishings.
- Reduction in kitchen inventory to reduce touch points for cleaning and disinfection.
- No in stay room cleans available.
- Hygiene processes, reviewed regularly, in line with Government guidelines.

SOCIAL DISTANCING

- Staff are trained and aware of current social distancing guidelines.
- No staff will enter lodge / cottage during your booking, unless necessary, and social distancing will be observed at all times.

STAFF

- Full COVID-19 Risk assessments have been worked up in conjunction with our Health and Safety consultant.
- Full staff training on new processes and procedures including COVID-19 specific training.
- Appropriate PPE has been issued to staff in all departments.
- Additional handwashing stations have been provided for staff.
- One-way systems and pinch points have been identified and measures in place to mitigate risk so far as reasonably practicable.

CHECK IN – CHECK OUT

- Strict 4 pm earliest check-in and 10 am latest check-out to be observed.
- Minimal contact check-in and check-out procedures in place.
- Welcome letter and check-in details emailed to guest prior to arrival.
- Contactless check-in / Check-out procedures in operation.