



THE CRAIGIE COVID-19 STATEMENT

We are taking robust measures to ensure that the safety and wellbeing of our customers and employees is of paramount importance during the global outbreak of Coronavirus (COVID- 19).

We are closely monitoring the official guidelines from the Scottish Government on the steps we are undertaking, which can be found here www.gov.scot

We are vigilant in ensuring all of our staff have been fully briefed and are constantly updated on the ongoing situation.

To reduce the risk of COVID-19 transmission we have introduced the following measures:

We have done a thorough risk assessment of all aspects of the business, and this is under constant review.

We take great pride in maintaining the highest standards of cleanliness and hygiene across the business at all times, and in response to COVID-19 we have taken additional measures to make our cleaning and hygiene protocols even more rigorous.

We have physically re-configured our business, front of house and behind the scenes to comply with social distancing in all areas.

We follow all Scottish Government guidance on limitations to the number of people who can dine together at any one time. This is currently a maximum of 6 people (made up of 2 households) per table inside and outside.

We have introduced a new online ordering system that can be used for ordering and paying for food and drinks. The online ordering system can be used in the hotel bedrooms for room service. For traditional table service we have introduced disposable menus.

We have introduced a click and collect service for those who would prefer to eat at home.

We are asking customers to pre book their tables wherever possible, and we will only be providing table service and no longer directly serve customers at the bar.

We are following the guidelines on the mandatory wearing of face masks by our staff. We are requiring customers to wear face masks when moving around the hotel (not when seated at a table for the purposes of eating and drinking, or in their hotel rooms).

We are recording the contact details for customers and guests in line with the Track & Trace system.

We have provided antibacterial soap in all public toilets, and hand sanitizers at each entrance point to the business.

We have introduced social distancing into the procedures for all departments including reception, housekeeping, bar and restaurant.

We are monitoring the health & wellbeing of our staff on a shift by shift basis.

Updated 29/9/20