



## Considerations and action requests for our Guests during Covid-19 restrictions

Dear OBH guest

During this unprecedented time we are now in the lucky position to be opening, however we do so under severe guidance and restrictions. We are sure you will understand and what we propose below will lessen the disruption and not spoil your enjoyment of your stay with us. For your information all bed linen and pillow cases are laundered at 60° and additionally sanitised. All work surfaces, door handles etc. in rooms and common areas are also sanitised prior to the week commencing. There will be hand sanitising facilities available in your rooms and throughout the hotel.

In our attempt to provide required 'social distancing' (SD) and to keep you all safe, there are several changes to the normal operation of your hotel, these are....

### 1. GENERAL POINTS

- a. Prior to your arrival we would ask you to ensure NONE of your party is feeling unwell or who have been in contact with a known Covid-19, positive, individual. Please be understanding that we will be conducting temperature testing on arrival and occasionally throughout your stay.  
Further we would like to impress that if any one presents Covid-19 symptoms during their stay at the hotel they will be expected to quarantine within their room and contact the NHS for further guidance. They should not leave the room under any circumstances. Food and drink will be provided on disposable plates and cups and left outside the door for collection. All communication must be done by telephone. Similarly ALL members of your party who have come into contact within the 2mt. distance must follow the same rules. Your party and yourself will be responsible for any related cost in this process. This guidance is slightly at odds with the statement from the Scottish Government (They expect you to leave immediately) as we would not want you to be driving or travelling with discomfort. However we would hope that all such individuals would make arrangements to depart the hotel as soon as possible, upon which the related rooms would be left empty for 72 hours and FULL Covid-19 cleaned there after.
- b. Again, prior to your arrival, preferably one week, we would ask you to contact Liz and confirm exact numbers and arrival time of yourselves or party, together with your party structure i.e. Number in family group and individuals (subject to 2mt. rule):

- c. On arrival only one person is to enter the hotel to check in with Liz and you will then be allocated your accommodation and guided in unloading luggage. We would ask you to employ 'common sense' and not congest or break social distancing in doing this. Due to the vital necessity to maintain Social Distancing, on arrival you will be issued with a customised table layout with your table position for breakfast, dinner, pre and post dinner drinks and informed about the system, This is further detailed below.
- d. The public toilets within the hotel and the public bar are no longer in use. Please use the facilities within your room.
- e. The Rod Room... Only two persons are allowed into the rod room at any one time, with the 2mt. rule being enforced while waiting. When using the rod room please utilise the hand sanitiser that is available .
- f. The Drying Room... Similarly we would prefer guests not to use the drying room and to don waders at the river bank. ONLY the storage of waders, boots, coats and hats is allowed in the drying room. waders, jackets, boots and hats must be removed before entering and equipment is stored on the allotted numbered hooks. For depositing and collecting equipment the entrance is by the doorway to the car park. The doorway from the hotel interior is for entrance and exit only, with NO equipment. Only 3 persons are allowed in the room at any one time, there is a waiting area outside each door, marked at 2mt. distance. Please be considerate when leaving or collecting your equipment while people are waiting to enter. Again use the hand sanitiser that is available in the room.
- g. The Bothy rooms are withdrawn until further notice
- h. The Fisherman's huts on the river have been suspended until further notice.

## 2. Breakfast – Packed Lunch – Dinner

- a. As previously stated on arrival you will be issued with the customised table layout (see below) with your table position and you will be briefed about the new system, you will also be instructed as to your designated pre & post dinner drinks areas and in addition, briefed on the pre & post dinners drinks system and the wader room and rod room systems.
- b. In your room you will find a 'tick box' menu for lunch orders for the following day. The menu will include soups, tea, coffee, biscuits.... all of the items usually found on the lunch buffet table. Your menu will be completed by the kitchen and ready for your collection on finishing breakfast the following morning. Either complete this menu prior to entering the dining room or complete it at the table and hand it in to a server when you have finished your meal.
- c. Due to it being impossible to maintain SD. the cocktail bar is not to be used. pre- dinner drinks are served at the tables or in the designated areas as below by the server staff. Similarly all post dinner drinks will be served at tables or at the designated lounge areas. These areas are... A small area of the existing lounge, the management flat, the public bar and the tv Room These areas will be allocated to you and your party on arrival... IN ADDITION... The public bar will offer take out service for consumption either in the bar (if there is room) or outside or in the rod room??

- d. Following considerable liaison with Liz the dining room is laid out as per the drawing below with the tables numbered to provide the regulated 2mt. distancing.. This is completed with consideration to occupancy levels but even with low occupancy the 2mt. rule is strictly adhered to.
- e. In high occupancy it is necessary to take over some of the Lounge area for tables, this is also shown on the attached drawing
- f. A canteen style delivery system is employed. The existing buffet bar is fitted with a safety screen separating guests from servers.. the guests queue at 2mt. to collect food from the choices on display. The food is served by servers with partial PPE... gloves and face masks. There is room for three guests at any one time at the buffet bar. Please wait at your table until there is space for you to safely choose your food. Large parties **MUST NOT** go up at the same time!
- g. **IMPORTANT...** Please help us during this difficult time... this form of service is the last thing we would want to be delivering to you but ask you to bear with us and to look forward to better times!



### 3. DEPARTURE

- a. You will have received your account under your door, post dinner on Saturday evening. Liz will be available post breakfast on Sunday morning in the dining room to settle your account and questions. This should avoid congestion and the breaking of SD rules at the office corridor.

### 4. FINALLY...

THESE GUIDELINES HAVE BEEN FORMULATED ON 1<sup>st</sup>. JULY 2020 AND MAY BE SUBJECT TO CHANGE. WHICH WE WILL INFORM YOU OF AS SOON AS POSSIBLE.

PLEASE BE ASSURED WE WILL DO EVERYTHING WHERE POSSIBLE TO ENSURE YOUR SAFETY. HOWEVER WE CANNOT BE HELD RESPONSIBLE FOR ANY CONTAGION TO YOU OR YOUR PARTY,

WE JUST IMPLORE YOU TO USE 'COMMON SENSE' IN KEEPING SAFE  
DISTANCE, OBEY THE GUIDELINES AND OUR DIRECTIONS... THE  
OBH IS A SMALL HOTEL... DON'T CONGEST THE CORRIDORS...  
THE DRYING ROOM OR THE ROD ROOM...  
ENJOY THE HOTEL..  
THE HIGHLANDS...  
AND YOUR FISHING!!

With very best regards

The Oykel Bridge Hotel Board