

Stay with Confidence

We are delighted that you're staying at the Eglinton Arms Hotel and we look forward to welcoming you. Here is an introduction to the plans for your next stay. Rest assured your enjoyment is at the heart of these plans, along with the best of care to look after you and the hotel team as travel returns.

Working with Best Western UK and the **British Accommodation Quality Kitemark programme**, these plans can give you the confidence to book and stay here at the Eglinton Arms Hotel. When the UK government quality guidance is up-dated we will update these plans so you know what to expect during your stay. For peace of mind, please feel free to wear your own mask. You will find the team here doing the same, it's our new normal but it doesn't mean we've stopped **smiling**.

We hope over the coming months your love of being outside brings you many new experiences in Eaglesham, only 6 miles to East Kilbride and 11 miles outside Glasgow, where you'll find the shopping, galleries, museums, history and buzzing social life while adapted all as fun, familiar and entertaining as before.

Read the 3 key parts below:

- British Quality Kite marked Standards & Procedures for the Team
- Enjoying your Stay at the Eglinton Arms Hotel
- Frequently asked Questions

Kind regards

Tuathal Breheny

Director of Operations



Enjoying your Stay

Quality Kitemark Measures

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.

Welcome

- Check in online – for a smooth arrival, we will collect your email when you book and send you details, including in house menus and guest directory.
- New Perspex screens have been installed at reception so you can safely talk to the team.
- New social distancing signage and measures are in place to help manage guests arriving at the same time.
- One-way system through most of the hotel with a limited number of crossover points. Please observe and follow the signage.
- Please walk on the left-hand side of staircases and bedroom corridors.
- You will receive a sanitised key in an envelope.
- Free sanitisation station for your use at main arrival points, plus we've installed auto dispensing hand gel stations at each floor entrance door for you to use.
- Windows – all our bedroom windows open, you can air your room as and when you like. On departure please leave your window open.
- Following the kite-marked cleaning programme we have reduced touch points around the hotel and in your room to meet the standards.
- Final bills will be emailed to you on your last night – so any queries can be addressed prior to departure.
- You can drop your keys in the express check out drop boxes located at various exits.
- All Guest and Public Areas – will be cleaned using food safe and environmentally friendly persistent action cleaning materials.
- 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.
- Free Car Parking over 30 spaces for a 34 bed-room hotel.

Friendly Service to your Room

- You will be able to enjoy room service without a tray charge for breakfast and dinner.
- 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.

Dine with Confidence

Please take time to read how you can make the most of your dining experiences when you're here and enjoy a great experience whilst social distancing. Here's what to expect:

- You will be asked to reserve all dining experiences in advance.
- You will be asked to pre-order all breakfast dining options – more details below.
- Any queues will be at the appropriate social distance.
- You can dine with your household or group you are travelling with.
- You can choose Room Service or Dining options explained below.
- 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.
- Bar service will be table service only. We will never hand items to you directly.

Breakfast - is always a great start to any day, enjoy a full Scottish breakfast or continental. You can also choose Grab n Go or room service. All breakfast options will have to be pre-ordered in advance.

Dining - will be spread out to include the Bar & Grill, The Gilmour Suite and The Stables Bar. All have been adjusted to create a larger space with tables suitably distanced.

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 but an online directory will instead be emailed.
- We have also removed all stationery, pencils and magazines – all are available on request.
- The all-important tea & coffee tray will be replenished and cleaned after each guest so all items will be wrapped and single use. In the interests of the environment we encourage to you to bring your own reusable cup.
- Housekeeping team will be discreet with fresh linens and towels left outside your room on request during your stay or a full room service is available on request.

Relaxing Stay – choosing how you pay

- All payments during your stay can be charged to your room or paid by card.
- On arrival a pre-authorisation of £80 per night of your stay will be held on your credit or debit card.
- We will send you your bill the night before departure by email. If your bill balance is within the pre-authorised amount held on your card we will not disturb you and will collect this automatically.
- Ideally our preferred methods of payments are electronic but we do accept cash.

Fully Flexible & Advance Purchase Options

We understand your plans can change, to help you we have made just a few changes too:

- **Fully Flexible rate** – you can book and stay on this offer and can cancel or modify your stay until 24hrs prior to arrival.
- **New Advance Purchase rates** – available on **all** direct bookings and most **seasonal offers**, the new advance purchase rates provide great savings and superb flexibility.
- Save up to 10% compared to the fully flexible rate.
- **Cancel or modify** your direct advance purchase booking up to 48hrs prior to arrival.

Simple Guide to Frequent Questions

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 numerous 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*
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. Other mobile screens and visors may be used.	Yes*
Arrival	Welcome email prior to arrival as detailed above along with online messenger service and payment taken before arrival along with a holding balance on the card.	-
Lift Use	Not Applicable	-
Guest Rooms	Guest Rooms will be clean and sanitised ready for your arrival.	-
Housekeeping	Team will be discreet with fresh linens and towels left outside your room on request or a full room service is available on request for stays of over 3 nights	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 a Team Members standard operating procedures and daily work procedures.