

SAFE STRATEGY

We want you to feel safe at the Buccleuch Arms, so in line with Government guidelines, we have adopted a new set of hygiene protocols to ensure our customers and our staff are safe at all times.

Please help us by following our Safe Strategy, being vigilant, and washing your hands regularly & wearing face coverings whilst moving around the building

Hygiene

Hygiene protocols in line with Scottish Government guidelines

Sanitising stations at all key touchpoints

Specialist and increased cleaning in bedrooms, public areas and meeting rooms

Removal of printed materials and soft furnishings in bedrooms and public areas

Physical Distancing

Perspex screens used to help physical distancing at payment points

Simple check-in, check-out process

Clear signage and floor marking to help guests navigate

Check-in and Payments

Payments by card and contactless up to £45 accepted as is cash

Eating & Drinking

Face coverings must be worn whilst moving about the building, and may be removed whilst seated

Dining & Drinking tables must be booked in advance

Table service for drinks must and no vertical drinking

Tables of 6 people maximum from 2 different households only

Room service available

Curfew – Vacating all public & garden areas

Residents - 10pm

Non Residents – 6pm

Al Fresco – 10pm

Staff safety

All staff will receive training and follow new safety protocols

All front of house staff will wear face coverings, essential for those in public areas