

Knockomie Inn

Our measures for your health and safety

Strict cleanliness and hygiene regulations have been part of our daily routine for the last 33 years, not just since Coronavirus. We have revised and strengthened them as we think it's our friendliness and warm hospitality that should be contagious!

With the fast-changing environment we are in, many of the policies detailed below may be subject to change as more UK and Scottish advice is released. Before you book please familiarise yourself with this policy in full. Thank you for your understanding.

Prior to your arrival

- We will be in touch before you arrive to confirm all details and in particular restaurant reservations.
- Guests with confirmed reservations confirmed 48 hours or earlier will be given the option to pre-pay their accommodation in order to speed up the check in procedure. This is to help minimise queues at reception. For guests booking within 48 hours of arrival their payment will be taken at the time of booking.
- All bedrooms and public areas will have been cleaned and disinfected using hospital grade chemicals.
- Extra disinfection of the most frequently touched areas items – these include the following as examples – kitchen utensils, light switches, door handles, lamps, TV remote, all bathroom and public loo surfaces, hard surfaces and more. We will be using a sanitising fogging machine to ensure a high standard is achieved.
- All bedrooms and public areas have been de-cluttered to allow for ease of cleaning, removing throws, cushions, ornaments, magazines and books.
- Before you arrive you will be asked to confirm that you or anyone in your party or have met recently have shown symptoms of Coronavirus.
- Our staff will have their temperature checked on arrival at work and also when they leave. They will also confirm that no one in their household is suffering from symptoms of COVID-19.

On arrival

- We will offer contactless check in and key collection.
- We may ask to you to have your temperature checked as you enter the Inn.
- We will be offering contactless payments including Apple Pay and Google Pay.
- All guest information will be available online or be emailed to you in a PDF format. Our traditional guest directories have been removed.
- Hand sanitising stations will be available at the entrance and throughout the Inn.
- We apologise in advance but for most guests we will be unable to assist with luggage. This is part of our policy to limit contact between staff and guests as much as possible. If you are visiting us and require help please let us know in advance so that we can arrange this prior to your arrival.

During your stay

- For the safety of our guests and staff, there will not be a 'stay over' service during your stay, but if you need anything we will be happy to provide it for you. Additional towels, sheets, coffee cups etc. Our housekeeping team can also remove your rubbish on request and provide fresh bin bags.
- All our team are receiving regularly guidance on how to prevent COVID-19 in the workplace.
- We would ask you maintain social distancing in the Inn and masks are to be used at your discretion in the hallways and public areas.

Wining and Dining

- We have adjusted our restaurant to allow for social distancing and make the most of our outdoor dining space.
- Breakfast – Unfortunately we are unable to offer you a breakfast buffet in the morning. We are able to serve a continental breakfast to you at your table in the restaurant or we can offer you a breakfast to go option. Breakfast should be ordered the night before.
- Drinks and Dinner are offered as table service only.
- Dinner reservations are essential, and we ask you to book your time prior to arrival.
- We are adapting our offering to the constantly changing possibilities.
- Disposable or online menus will be available.
- Individual condiments.

When you have to leave

- All bedrooms will be left for a minimum of one hour prior to cleaning
- Our housekeeping team will wear protective gloves and aprons during the cleaning of your room.
- Extra disinfection of the most frequently touched items, along with a fogging device with hospital-proven disinfectant to disinfect the surfaces in our bedrooms and public areas.
- Your final account will be emailed to you in a PDF format the evening prior to check out and your card charged in the morning.