

SOMERTON HOUSE HOTEL

Covid19 Frequently Asked Questions

At the Somerton House Hotel, the management and staff are doing their utmost to minimise the risk of Covid-19 to our customers, while ensuring the highest standards of guest experience. We have introduced new measures to ensure that we meet government advice and guidelines on how best we can control and make safe the working environment for our staff and ensure a safe and enjoyable experience for our customers whether in our public areas or in our guest bedrooms. We ask all our guests to be respectful of these measures when they visit us.

We have created a list of questions and answers to explain how our changes may affect your visit to the hotel. These have been created in conjunction with our Covid-19 Risk Assessment.

1. WHAT SHOULD YOU DO IF YOU ARE FEELING UNWELL?

If you have any of the following symptoms, please do not visit as you might put others at risk:

- Continuous cough
- High temperature
- Shortness of breath
- A loss of taste or smell

2. WHAT ARE OUR OPENING HOURS?

Some of our opening hours might be slightly different from what they were before lockdown while we operate with social distancing policies. We will try to keep our website up to date as much as possible. But for more accurate information please either check our Facebook page or telephone us direct.

3. ARE BOOKINGS BEING TAKEN?

We recommend that you do book if you wish to visit. This will ensure that we are able to accommodate you as we will have less tables available due to our social distance measures which have been put in place.

4. HOW DO I BOOK?

You can book on our website through our messaging app, by email or by phone.

5. DO YOU ALLOW WALK INS?

We will always try to accommodate walk ins. However due to social distancing measures this may not always be possible and there may be a long wait. We strongly recommend for your own convenience that you book ahead. We take bookings on the day so even if it's last minute, if we have room available.

6. ARE YOU OFFERING BAR ONLY SERVICE AS WELL AS FOOD?

Yes, you are welcome to come for drinks. However, following government guidelines, you will need to be seated during your visit and it will be table service only. We suggest you book ahead to avoid disappointment.

7. WHAT IS THE MAXIMUM PARTY SIZE?

We will organise our seating to follow the Scottish Government's advice and guidelines as they happen, while maintaining social distancing rules.

8. DO YOU HAVE A BEER GARDEN?

We have tables available in our garden, but social distancing measures will be in place to ensure everyone is safe.

9. ARE YOU ACCEPTING CASH OR CARD ONLY?

Whenever possible we would prefer guests to pay by card or contactless methods, for the safety of our staff and yourselves. We accept contactless card payments up to £45 and Apple Pay.

10. ARE CHILDREN WELCOME?

Children are welcome when accompanied by adults and are supervised at all times and remain seated at the table to allow our staff and guests to safely move about the restaurant whilst observing social distancing.

11. ARE DOGS WELCOME?

Dogs are welcome in the bar area, but must be kept on their leads at all times in order to maintain social distancing guidelines.

12. DO I NEED TO WEAR A FACEMASK?

We are following government guidance on face masks, and they therefore are not mandatory whilst visiting us.

13. HOW ARE YOU ENSURING UTENILS, GLASSES AND CROCKERY ARE CLEAN?

All crockery, glassware and cutlery will be cleaned thoroughly before being brought out to your table.

14. ARE YOU USING SCREENS OR SEPARATORS

We have followed all mandatory government guidelines to ensure the safety of our customers, this has meant that we have not needed to separate tables with screens. However, there will be a screen at the bar for payment purposes.

15. WILL THE STAFF BE USING PPE?

Where appropriate to the role, staff will be using PPE. All staff have been given the option of wearing PPE while at work.

16. HOW OFTEN ARE THE FURNITURE AND TOUCH POINTS BEING CLEANED?

We already had a rigorous cleaning policy in place that included regular cleaning checks. These have now all been doubled in frequency as well as adding a number of new policies and procedures to make sure that our environment is as clean and safe as possible.

17. HOW OFTEN ARE THE TOILETS BEING CLEANED?

Toilet checks and cleaning procedures are being carried out by a designated member of staff regularly. If you see any issues whilst using our facilities please make a member of the team aware so this can be rectified straight away.

18. HOW OFTEN ARE THE KITCHENS BEING CLEANED?

Our kitchens are always cleaned at regular intervals throughout the day. However, we have amended our policies to increase the frequency of these

19. HOW OFTEN ARE STAFF WASHING THEIR HANDS?

Staff are advised to wash their hands at least every 30 minutes, and after any occasion where they may have come into contact with another person or object of risk.

20. ARE STAFF BEING TESTED?

There are no government guidelines for hospitality workers to be tested before returning to work. We are however carrying out daily health checks before every member of staff starts a shift. Anyone presenting symptoms is being asked to self isolate immediately.

21. WHAT DISTANCE ARE YOU APPLYING IN YOUR TABLE SPACING?

Our table spacing has been done in line with current government guidelines to ensure the safety of both our staff and guests alike.

22. WHAT WILL YOU DO IF SOMEONE WHO VISITS YOUR PREMISES OR A MEMBER OF YOUR STAFF BECOMES UNWELL WITH COVID-19 SYMPTOMS?

If we become aware that someone who has been at our establishment becomes unwell then we will immediately follow the government guidelines in place. Then Track and Trace will come into operation.

23. WHAT IS YOUR COVID-19 POLICY?

Our Covid-19 risk assessment can be viewed on request.

24. IF SPECIFIC AREAS ARE LOCKED DOWN OR HAVE A RAISED R RATE WILL YOU CLOSE?

We will follow government guidelines to maintain the safety of guests and staff as well as protecting the local area.

25. HOW WILL YOU COMPLY WITH DATA PROTECTION/GDPR RULES?

The information is only being collected to assist the Government's request for a "track and trace" process. It will be securely stored and only used if there is a need to contact guests due to a possible Covid-19 outbreak. It will be securely destroyed after 21 days.

26. WILL YOU REQUIRE CUSTOMERS TO LEAVE THEIR NAMES AND CONTACT DETAILS?

Every customer or group of customers will be asked to provide contact details unless these already exist in the booking system. We think that customers will understand that this is important and that it is in compliance with the Government's guidance. We cannot force people to do so but we hope that they will help us in ensuring "track and trace" can work as the Government has indicated.

