



Our Commitment  
to Your Safety

**GLENEAGLES**

# A message from our Managing Director, Conor O'Leary

Dear Guests,

Gleneagles has been creating outstanding hospitality experiences for nearly 100 years, and ensuring the safety, wellbeing and happiness of our team and guests lies at the very heart of everything we do.

## NO STONE UNTURNED

We've reviewed every single area of our operation with a fine-tooth comb – from checking in, moving around the hotel and servicing bedrooms, to the way we prepare food, the seating plans in our bars and even the centuries-old traditions of teeing a golf ball or casting a fishing line – to develop a rigorous response to the global public health crisis.

## WHAT TO EXPECT

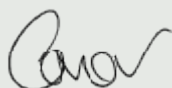
As a result, a slightly different guest journey, updated team protocols, and an enhanced set of hygiene and safety measures that meet or exceed government guidelines, have been implemented across our estate to provide even greater peace of mind during your time in our Glorious Playground. We will, of course, continue to work with public health authorities to enable us to adjust and update those measures in line with the very latest guidance.

## SAFE ADVENTURES

Our priority is your safety, whilst also providing an environment where you can have a wonderful time. Our forte has always been in arranging bespoke experiences that meet our individual guests' needs and exceed expectations, so – whether you're looking for an intimate dinner in your own private space, a beautiful family picnic by the side of Laich Loch, or a secluded countryside walk where your only company is the local wildlife – the fun and adventure at Gleneagles must and will go on!

We look forward to welcoming you – if you have any questions or concerns, please just ask one of our team.

Kind regards,



Conor O'Leary

# What We'll Be Doing

## CLEANING & HYGIENE



Our cleaning routines have been significantly extended in their scope and frequency to ensure the highest standards of hygiene across the hotel and estate:

### Air conditioning

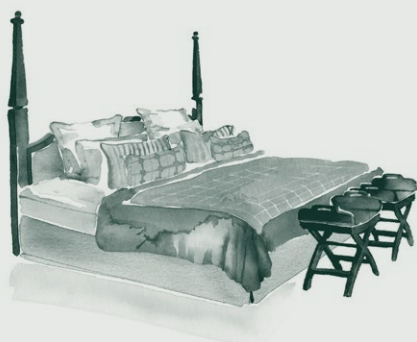
We have extended the cleaning routine of our air conditioning systems.

### Products

We use antimicrobial and hospital grade sanitisers. In addition, we utilise electrostatic sprayers which are highly effective at killing viruses and bacteria.

### Public Spaces and Communal Areas

The frequency of cleaning has increased in all public spaces with an emphasis on high contact surfaces, including counters, lifts, buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.



### Bedrooms

Cleaning and sanitising will be carried out with an emphasis on high contact areas such as desks, chairs, phones, remote controls, thermostats, doors and doorknobs, windows, lights and lighting controls, clothes hangers, doors and safe key pads. Bathroom drains will be disinfected after each departure.

Glasses, mugs and spoons will all be removed and washed after each departure, regardless of whether or not they have been used. All linen and towels will be removed from departure rooms, whether or not they have been used. Our mini bars will not be stocked but will be supplied with bottles of water which will be replaced after every stay.



## Housekeeping

Guests can adjust their housekeeping preferences daily. In occupied rooms, to minimise contact with guests, our team will offer to return at an alternative time. Our team will be wearing the recommended PPE while servicing your room. In the event of a suspected case of COVID-19 the room will be subject to enhanced cleaning and sanitisation routines. Our turn down service is currently suspended; however Housekeeping services will be available on individual request.

## Restaurants

All high contact areas, including bars, welcome stations, trolleys, counters, handrails and all associated equipment, will be sanitised at least once per hour. All dining tables, bar tops, stools and chairs will be sanitised after each use. Where possible, card machine (POS) terminals will be assigned to a single server and sanitised between each guest use, and before and after each shift. Menus, check presenters, condiments, candle holders, pens and all other reusable guest items will be sanitised after each use. Our staff will wear gloves when placing linen and napkins on tables and all table linen will be laundered after each use. All plates and cutlery will be rinsed and placed through our dishwashers where they are washed and sanitised to comply with food safety regulations. Our dishwashers are deep cleaned after each meal service.

## Room Service

Room Service will be provided at no extra cost, service is restricted to delivery to the bedroom door. All equipment will be sanitised at the start of each shift and trays will be sanitised prior to each use. We ask that guests place their trays outside of their room and notify Room Service on finishing their meal.



## Private Dining

All equipment, linen and meeting amenities will be sanitised and replaced between every event. Buffet and self-serve food and drink options is currently suspended; table service and pre-packed food items only. Seating capacities and floor plans will ensure compliance with physical distancing measures. All event space door handles, tables, chairs, light switches and other equipment will be cleaned and sanitised after each group use. Hand sanitiser will be available in each area for guest use.

## Kitchens

Food preparation stations will be sanitised at least once per hour and all kitchens will be deep cleaned and sanitised at least once per day. Our chefs will be wearing the recommended PPE while preparing your food and will work from set stations using their own utensils. Where the sharing of equipment is required these will be sanitised before and after each use. We will continue to follow guidance from food standard agencies and will be in contact with our local Environmental Health Officer prior to reopening our kitchens.

# Training

Every member of our team will receive training on COVID-19 health and safety protocols. Extended training will be given to Housekeeping, Food & Beverage, Public Area, Operations and Security teams who have direct contact with guests.



## Policies

Our team have received training prior to their return, to ensure awareness of, and strict adherence to, government-recommended practice relating to coronavirus symptoms, hygiene, hotel cleanliness and physical distancing. In addition we have reviewed and consulted our team on all of our risk assessments. We are also happy to announce we have received AA Covid Confident accreditation.

## Hand Hygiene

Team members will be washing their hands with soap and water every 60 minutes (for at least 20 seconds) and always immediately before and after going on break or starting a shift. In the absence of a sink, they'll use a hand sanitising station. Adherence will be monitored continually by duty managers.



## Personal Protective Equipment (PPE)

Appropriate PPE (as determined by team setting, role and responsibilities) will be worn in accordance with government guidance. Training on the proper use and disposing of PPE is mandatory.



## Physical Distancing

The most up-to-date government guidelines on physical distancing will be maintained by our team at all times. Team meetings will be conducted virtually or in areas that allow for physical distancing. Larger guest-facing departments will stagger arrival times, and administrative teams will allow flexible/working from home as much as possible, to minimise the volume of people in the hotel at any one time.

## Uniforms

Uniforms will be washed in accordance with clinical guidelines.

## Workspaces

Our team will be provided with sanitising products to clean and disinfect their workspaces daily. Any shared equipment and tools will be sanitised before, during and after each shift, and whenever equipment is transferred between colleagues.

## Food Safety

We'll continue to follow guidelines and provide training for all food service employees in best practice for food safety and hygiene. All food handlers and supervisors are trained in safe food preparation and service practices. We have suspended all buffet and self-serve food options until further notice. Our restaurants, cafes and lounges will only be providing a la carte menus and our Private Dining events will offer only table service.

# Glorious Playground



## The Health Club

The Health Club capacity numbers will be reduced and booking is required to ensure physical distancing and most classes are temporarily suspended. We will be offering outdoor classes (weather permitting) in small groups and online/live classes. Our poolside loungers and gym equipment will be arranged to allow 2m distancing. All gym and poolside equipment will be sanitised after each use and sanitiser will be available for guest use in each area. We encourage guests to attend in bath robes already changed to use the facilities.



## The Spa

We are encouraging treatments that don't require the same levels of physical touch as our usual treatments. Each treatment room will be thoroughly sanitised between use and all towels and linen replaced whether used or not. Our team will be wearing the recommended PPE during treatments. We encourage guests to attend in bath robes already changed ready for their treatment.

## Bob & Cloche

Styling and treatment stations will be arranged to ensure physical distancing. These areas will be sanitised between uses and deep cleaned every night. Appointment times will be adjusted to ensure our waiting and wash areas adhere to physical distancing guidelines and to allow time for sanitising between guests. Our team will be wearing the recommended PPE.

## Golf

We are following guidance issued by Scottish Golf and other relevant governing bodies to develop an appropriate new framework for golf that complies with the latest government guidelines, including new rules, a slightly different golfer journey, and additional safety measures to protect the wellbeing of our team and guests. Some of these measures include our driving range currently only available to those with tee times and 30 minutes prior to teeing off, flagsticks should remain in holes with inserts into hole cups added to allow for easy removal of balls and our bunker rakes have been removed. Golf lends itself better than most leisure activities to physical distancing, but signage will be in place to ensure adherence to the new conditions of play.





## Country Pursuits

All equipment will be sanitised after each use and at the start and end of each day. Where appropriate, guests will be asked to wear protective gloves and footwear and these will be sanitised after each use. Tuition with our instructors will be conducted in accordance with recommended physical distancing guidelines.

## Little Glen & The Den

Children's areas will be available with restricted opening hours between 10am and 6pm to allow for cleaning. Access to Little Glen is by advance booking only. We will be running a kids Summer Programme from 15th July to 6th September.

## Retail

Capacity numbers within our retail outlets will be managed by our retail team. All high touch points within our retail outlets will be sanitised at least once per hour and any clothing item uplifted by guests will be quarantined for 72 hours. Print magazines and newspapers will be suspended. Card machine (POS) terminals will be sanitised between each guest use, and before and after each shift.

## Chauffeurs

Our vehicles will be thoroughly cleaned before and after each use and will be limited to no more than four guests per SUV and no more than two guests per Saloon. Masks will be offered to the guest(s) if they do not have their own. Hand sanitiser will be available to guests in the car.



# What We Ask Of You

## Stay Alert

If you have any coronavirus symptoms before your visit – fever, continuous cough, or loss of taste or smell, or have been asked to self-isolate or quarantine – please stay at home. We will happily reschedule your stay or refund your deposit.

## What If You Become Sick with Covid-19 While At Gleneagles or Glenmor?

The incubation period for coronavirus is 2 – 14 days, so it's possible you could develop symptoms after you arrive. It's vital you let our reception team know you feel unwell as soon as possible, while avoiding close proximity with any of our team or other guests. If you're able to leave, we will ask you to return home immediately. If this isn't possible (for instance, if you are too unwell to drive) we will ask you to self-isolate in your room. We will contact NHS Scotland for the most current recommended next actions, including assisting them with their Test and Trace programme.

## Essentials

All our guests will receive a bag of essentials at check-in including hand sanitiser and a face mask. The use of masks is mandatory around the estate, unless you are eating in our bars and restaurants. Hand sanitiser will be available throughout the resort, we ask that you please use these before entering different areas.

## Arrival

Our guests will enter the hotel through doors that are either propped open or manually operated by an employee, to minimise the volume of physical contact made with the doors.

## Valet Parking

Valet services will be unavailable until further notice to protect safety. Please proceed to the front entrance for our team to collect and store your luggage. Your luggage handles will be sanitised at this time.

## Porter

Guests requesting porter service will be assisted, with physical distancing in place. The porter trolley will be sanitised after each use. Service is restricted to delivery to the bedroom door.

## Check-In

Please follow the signage in our lobby to ensure physical distancing. All key cards and pens will be sanitised before and after each use.

## No Team Entry Into Room

At check-in guests will be offered a "No room entry" option, which will ensure all our team's interactions with the guest happen outside the bedroom door, including luggage delivery, room service, and delivery of fresh linen and towels.

## Transactions

Contactless payment will be encouraged throughout the guest experience, where possible. Express check-out and keyless room entry will be offered. Card machines (POS terminals) will be sanitised after each use and our team will not touch guests' cards.

## Lifts

Our lifts will be limited to use by one room or party at a time to ensure physical distancing. Our lifts will be sanitised at least once every 60 minutes.

## Dining

Due to government guidelines, we are unable to accommodate any groups bigger than 6 guests, from a maximum of 2 different households, dining together in our bars and restaurants.

## Hand Hygiene

Wash your hands regularly with soap and water for at least 20 seconds, or use the hand sanitiser stations located throughout our facilities. Always sanitise before entering one of our bars or restaurants, and after visiting the cloakrooms.

## Please Keep Your Distance

Maintain safe distancing limits set by the Government (currently 2 metres) from members of our team and other hotel guests outside your own group at all times. Public areas, including restaurants and bars, have been specially set up to enable physical distancing. All our spaces will operate with a maximum occupancy limit. Reservations are mandatory in all of our restaurants.

## Follow The Signs

In some locations, we'll be operating a queuing system or one-way routes to facilitate physical distancing. Keep your eyes peeled for the signs and directions that will guide you around and just ask one of our team if you need any help.

# What We'll Be Doing

## FOR OUR GLENMOR GUESTS



### Homes

Cleaning and sanitising will be carried out with an emphasis on high contact areas such as, chairs, phones, remote controls, thermostats, doors and doorknobs, lights and lighting controls, clothes hangers, doors, safe key pads, upholstery including curtains, headboards, sofa's, dining table, dining chairs, kitchen worktops, kitchen surfaces and patio furniture. Glasses, all kitchen utensils, crockery and cutlery will be cleaned in dishwashers, whether or not they have been used. All linen and towels will be removed on departure, whether or not they have been used. Any additional amenities such as stairgates and cots will be sanitised before being placed in homes and after departure. Bikes and helmets will be sanitised after each departure.

### Housekeeping

Refreshes are currently suspended. If fresh towels are required please call concierge and a delivery will be arranged. Outside bins will be emptied twice during your week. For a linen change during your week please speak to concierge. Our team will be wearing the recommended PPE while servicing your home. In the event of a suspected case of COVID-19 the home will be subject to enhanced cleaning and sanitisation routines. Housekeeping services will be available on individual request.

### Tryst

All high contact areas, including bars, counters, handrails and all associated equipment will be sanitised at least once per hour. All dining tables, bar tops, stools and chairs will be sanitised after each use. Card machine (POS) terminals will be sanitised between each guest use, and before and after each shift. Menus, check presenters, condiments, pens and all other reusable guest items will be sanitised after each use. Our staff will wear gloves when placing linen on tables and all table linen will be laundered after each use. All plates and cutlery will be washed and sanitised to comply with food safety regulations. If guests would like a table in the Tryst, we ask that these are reserved in advance. We are unable to accommodate any groups bigger than 6 guests, from a maximum of 2 different households.

## Seasons Lodge

Cleaning and sanitising will be carried out with an emphasis on high contact areas such as desks, chairs, outside seating areas, phones, remote controls, thermostats, doors and doorknobs, windows, lights and lighting controls. Please follow signage within the lodge to ensure physical distancing.

## Check in

Our concierge team will be in touch before arrival to arrange Express check-in and Express check-out. They will also go through instructions to upload the door unlocking app onto your mobile device for access to your home. On your arrival day, we would encourage you to drive straight to your home after 5pm. The concierge team will make a courtesy call to your home to ensure you are settled in and take any requests for bakery or newspapers.

## Food deliveries

Guests must be present to accept food deliveries. Our team will not be able to assist for safety reasons. Please arrange all deliveries for after 1700hrs on the day of your arrival. Any deliveries that arrive while guests are not in residence will be returned to store.



## Here To Help

If you have any questions or concerns, please just ask a member of the team. You can contact *resort.sales@gleneagles.com* before your stay, dial 0 for switchboard from your room during your time at Gleneagles, reply to the SMS you will receive on arrival or text *+44 7723 480 014*.