

WE CLEAN. WE CARE. WE WELCOME.

In this time of uncertainty with the progression of the COVID-19 outbreak, The Laichmoray Hotel assures you that your safety and comfort remain our highest priority.

We at the Laichmoray Hotel have been working with our Environmental Health Organisation (EHO) here in Moray and following guidelines from the Scottish Government to ensure your safety while you stay with us.

We have stepped up precautionary measures at our hotel as the safety of our guests and employees is paramount to us. We take the utmost care to ensure every stay with us is safe, clean and comfortable. If you require any additional assistance please do not hesitate to ask.

SOCIALLY DISTANCED DINING & PUBLIC AREAS

After a long day at work or sight seeing in the heart of Whisky country you can relax comfortably with our socially distanced dining. You can enjoy a drink of meal in our recently refurbished, socially distanced dining areas. This includes our outdoor beer garden where you can be served while soaking up the sun!

You will also find hand sanitising stations throughout our public areas and one-way stickers on the floor to help guide you around the building.

Breakfast is served 7- 9:30am and is available for in restaurant dining, room service or takeaway. A breakfast card will be found in your room to fill in and give to reception the previous night by 8pm.

Lunch & Evening meals are served from 12 noon till 8:30pm, we advise speaking to reception to book a table as we are currently running with reduced seating due to social distancing.

DAILY HOUSEKEEPING

During your stay we will be running a reduced housekeeping policy so that no one is entering your room, to protect yourself as-well as our staff members. If you are a long stay your room will be fully cleaned every 4th day. If you require anything during your stay or would like your room cleaned, then please do not hesitate to speak to the reception team.

Sanitisation of high-contact points, door handles, reception counters, public toilets and public areas are scheduled periodically throughout the day.

YOUR ARRIVAL

Reception is open from 7.00 am until 11pm where you will be able to check in and out safely as our staff are behind glass screens. We ask that if there is a high volume of people in the foyer during peak check out times that you remain socially distant until we can process your account.

Hand sanitising stations are placed at the entrance to the hotel, we ask that you please sanitise before moving around the hotel. When approaching staff, we would also ask that you respect the 2metre social distancing guideline.

Provision of medical masks and gloves for our guests and employees can be made upon request, subject to availability.

We would also like to reassure you that all our staff returning to work have been properly trained in the awareness of COVID-19 and enhanced hand and personal hygiene. This in our eyes is vital to help combat the spread of the virus.

If visiting the hotel outside of accommodation bookings, we will require everyone's full name and at least one contact number per party in accordance with Track and Trace guidelines set out by the UK Government. At the present moment we shall only be taking bookings of up to 8 people.