

Applecross Inn Covid-19

Customer Sit-In Dining Booking Policy (Updated April 2021)

The Inn is operating under the current Scottish Covid-19 Rules. We do our best to keep this policy up to date should these change but in the event they differ the current Scottish Government Rules will be applied.

In line with the Scottish Government Covid-19 guidelines, the Inn has a range of control measures in place, across the Inn, to reduce the risks of exposure and transmission of Covid-19 to other individuals, focusing on:

- Social Distancing,
- Health & Hygiene – including hand washing/sanitising on arrival; and
- Test & Protect system.

These measures are in place to help protect everybody who works at and visits the Inn as well as our local community, from this disease. All customers are obliged to adhere to all the measures, as outlined in the procedures below, throughout their visit to the Inn. Our friendly, and fully trained, staff will be on hand to assist you upon your arrival and during your visit. Please note, if the Scottish Government guidelines change and this policy is affected, we will then contact you directly if your booking is affected.

Thank you for your support and understanding with adhering to these rules, during your visit. We hope you enjoy your time with us. We look forward to welcoming you.

The information below outlines the rules in place during your visit.

COVID-19 DINE-IN CUSTOMER RULES

Please help us make your visit enjoyable by adhering to the following:

Please do not visit us if you are experiencing any of the Covid-19 symptoms - new (continuous) cough, high temperature and loss of taste/smell.

Wear a suitable face mask until you are seated at your reserved dining table and whilst you are moving around the inn. If you have not brought a mask, one can be purchased on arrival.

Wash/sanitise your hands, on arrival at one of our sinks/ sanitation stations AND repeat this when you leave.

Observe social distancing limits during your visit.

Bring your table booking reservation number. We will be operating a reserved table service arrangement for all customers. During your visit you will have access to your table and the customer toilets ONLY. Visits to the bar or other areas of the Inn are not permitted.

Follow to the strict toilet management program in place.

Wherever possible, using contactless payments. Whilst we will have special arrangements in place for cash payments, these are not preferred.

Please be on time. We will hold your table for 15 minutes if you are running late, we cannot extend the length of your reservation beyond what has been booked. We have a strict cleaning regime to undertake between customers. We will of course do what we can to assist you if you are running late.

Limit the contact, you have with any unnecessary surfaces and to be vigilant in ensuring you maintain your own personal hygiene for your own safety

Notify a member of staff immediately If you become unwell with Covid-19 symptoms during your visit. The Inn will be guided by the Scottish Government Test & Protect system for any further procedures in relation to customers who are directly affected by Covid-19 during or post your visit to us. If you have any further queries about this, please refer to the information on our website.

Ensure you adhere to and be responsible for the composition of your group in line with the Scottish Government's rules regarding the appropriate number of people from the defined number of separate households (as applicable).

Ensure you refrain from travelling to us if there is travel guidance restricting this from other parts of the UK or further afield.

Ensure all dogs remain outside on a lead (other than residents or assistance dogs).

Comply with the Covid-19 rules in place, during your visit. Due to the serious and potentially grave nature of this disease, we must deal with any concerns swiftly and appropriately.

THANK YOU, SEE YOU SOON!