



Welcome back to Auchrannie Resort

So What's Changed at Auchrannie due to Covid-19?

We've created this document to let guests know the changes to the look and feel of the resort and the way we do things as a result of Covid-19.

Everything we have implemented is in accordance with guidance from Scottish Government, industry bodies and our insurers.

The safety and comfort of our guests and team members is our first priority.

INTRODUCTION

Everyone at Auchrannie is delighted to be back at work and welcoming guests back to the resort.

Looking after the safety of our guests and team members is our biggest priority at this time but we also want to make sure you enjoy the usual fabulous Auchrannie welcome, service and hospitality as well as having a wonderful break with us.

The key (as for everyone) is social distancing, cleaning, regular hand washing/sanitizing and use of face masks, where appropriate.

New risk assessments and operating procedures based on Scottish Government guidelines have been put in place for each area of the business and extensive training has been provided to all team members prior to their return to work.

We have invested in Personal Protective Equipment (PPE), screens, cleaning and sterilization equipment and chemicals, and signage and floor markings are in place throughout the resort.

Inevitably, we have had to change the way the resort works to make sure you are safe during your stay and we have put together a guide to let you know what to expect when you get here. We'd really appreciate if you could have a read through before arriving and follow the advice when on resort.

While the resort and your holiday experience will look and feel different, rest assured we will still provide the same warm welcome, quality and hospitality our guests have come to expect. We will be smiling behind our masks Honest! 😊

We hope you have a great holiday with us and please let us know if there is anything we can help with during your stay.

Linda Johnston

Co-founder and Managing Director

GETTING HERE AND MOVING AROUND THE RESORT

Sanitising stations can be found throughout the resort and at our entrances.

Team members will be masked where appropriate when inside the buildings (they will be smiling!) but will still aim to adhere to the 2m physical distance recommendations wherever possible. Please don't be offended if they back away from you or turn around to let you past...

Minibus service from the ferry

During this time, our minibus service is limited. We are currently providing a luggage collection and drop off service for guests. However, we request that the passenger service is reserved for those in most need (eg. those travelling with young children or anyone with mobility issues). Please contact us to arrange at least one day in advance.

For the safety of guests and team members, the driver's area has been screened and additional cleaning procedures are in place. Driver & passengers must wear face masks.

Moving around the resort

When moving around the resort indoors, we respectfully request guests to wear suitable face coverings where physical distancing may not be possible.

The Spa Resort lift can be used and is sanitised regularly, however, it is limited to one family group at a time.

Physical distancing

We ask that you observe 2m physical distancing in line with government advice around the resort both indoors and outdoors. Floor markers and one-way signs are in place to help.

RECEPTION

On arrival you will see that we have installed screening to our desks to enhance the safety of our guests and team members. All keys will have been sanitized in our UV lightbox and delivered in a sealed plastic pouch along with welcome information.

Checking in

Pre-arrival information will continue be gathered via email or phone as it has always been. To reduce face to face contact at Reception on check in, you can complete all paperwork digitally, online, prior to arrival so that all you need to do is to collect your key. On request, our team can deliver you key directly to your car. We ask that only 1 member of your party comes to reception where possible. Following check in you will receive a courtesy call from one of our team to make you have everything you need.

Checking out

Check out will be encouraged online where possible. Bills will be emailed and can be settled remotely. All you will have to do is return your key to reception on departure. For those without email, a hard copy of your bill will be delivered to your room and the option to pay over the phone made available. Of course, staff will be available at reception should you need to speak to someone face to face.

RESTAURANTS

All 3 restaurants are open as normal but look a little different. We have retained 2m physical distancing and introduced perspex screening to ensure you feel safe during your visit. We have also repurposed some lounge areas to increase space for dining and ensure that everyone can be accommodated.

Team members will be masked and following strict hand washing and sanitising procedures. Guests may remove masks when safely seated.

Bills can be settled via room charge or contactless card payment.

Bookings

Pre-bookings are needed for breakfast and dinner to make sure we can manage capacity and social distancing safely. Resident guests will be sent a link to book these prior to arrival. It is also best to book for lunch where possible but we will need to take your contact details on arrival for all meals and drinks. On line booking is not available to non-resident guests at this time but you can book a table by calling us.

Table sizes are limited to no more than 8 people from one household, to comply with current Scottish Government physical distancing guidance.

Menus

Our food and drinks menus have been slimmed down to help us simplify operations and comply with physical distancing in the back of house areas. We have tried our best to provide for all dietary needs and tastes and our aim is to provide fabulous food.

You will be offered a one use, paper copy of the menu & drinks list. You are welcome to keep this or your server will take this from you and destroy it when they take your order.

Menus for lunch and dinner can be found on our website.

Breakfast

The guidelines do not allow us to offer the traditional breakfast buffet at this time. Instead we have devised a "Grab & Go" offering where you can select individually packaged continental options to take to your table.

Maybe not the most environmentally friendly option, but our packaging is recycled where possible and it ensures that we can safely and quickly provide a quality breakfast offering. Cooked breakfast is available to order in each restaurant.

For guests who prefer breakfast in their rooms, we can deliver a breakfast box. Lodge and retreat guests can order and collect a breakfast box.

Takeaways and deliveries

The full Cruize lunch and dinner menu is available to takeaway for lodges, retreats and non-resident guests. We can deliver this menu to hotel or spa bedrooms and this replaces room service at this time. The menu is available on our website and you can call Cruize on extn 4770 to order.

HOUSEKEEPING & ACCOMMODATION

Whilst our housekeeping is always to the highest standard, we have introduced new cleaning & sanitizing procedures to deal with Covid-19 and ensure the safety of guests and team members.

In conjunction with our suppliers, we have sourced cleaning products which eliminate Covid-19 effectively, and our housekeeping procedures have been amended accordingly.

Ozone laundry products (used in the NHS) are used in our laundry machines, and are proven to be effective against Covid 19.

Public areas will be cleaned even more regularly than before and this will specifically include high traffic touch points around the buildings.

Hand sanitizing stations are in place at entrances and throughout the buildings.

Your bedroom/accommodation

Of course, your accommodation will be fully sanitised prior to arrival but for your peace of mind you will find sanitizing spray & paper towel in your room so that you can wipe down any items as needed.

Your accommodation will look a little different as we have removed cushions, throws, ornaments etc to minimise the number of touchpoints. As it is difficult to successfully sanitise TV remotes you will find these in a sealed easy clean bag.

Daily room servicing

In order to limit the chances of contamination, we have altered our daily room servicing procedures. For the time being housekeeping will offer a limited daily service; replacing towels, replenishing toiletries and emptying bins - other housekeeping services will be available on a request only basis

Amenity kits, shoe shine, sewing kits, etc can be provided by contacting reception.

TREATMENTS AND THERAPIES - ASPA

The ASPA is now open but due to the current COVID19 restrictions we are offering a slightly reduced range of facilities and treatments. An updated list of available therapies is on our website. You can make your booking online at www.auchrannie.co.uk/the-aspa.html, by calling 01770 303 303 or dialling extension "4805" from within the resort.

ACTIVITIES – ARRAN ADVENTURE

Segway and archery can be booked online at www.auchannie.co.uk/adventure.html. Group numbers are restricted due to government guidelines at this time.

Bikes can be hired without prior booking from 9am to 10am daily at the Arran Adventure base.

RECREATIONS

We have implemented new operating and cleaning procedures as a result of Covid 19 to make sure you have a safe and enjoyable experience.

2m physical distancing is in place for the safety of users and team members. To maintain this throughout the facilities we have enlarged the fitness suite by using part of the games hall and removed some poolside furniture to ensure everyone can use and move around the facilities safely.

Team members will be masked and following strict hand washing and sanitising procedures. Guests may remove masks when they reach their activity area.

Swimming Pools, Spa Resort Gym and Games Hall

These have now re-opened to. **BOOKINGS ARE ESSENTIAL.** Thermal suites remain closed due to restrictions.

Changing facilities and showers

Will be available but please only use these for the shortest possible time, if you need to. We ask you to arrive as “activity ready” as possible. Hairdryers and costume spinners can't be used at the moment.

Playbarn

The indoor facilities are currently closed.

The outdoor play area (unsupervised) suitable for children under 10 is open daily from 10am to 6pm.

Bookings

Please book the pools, fitness suite and games hall in advance telephoning 01770 202234 (select option 3) extension “4797” internally. As we are trying to minimise face to face contact at these times, please only come to the leisure areas when you have a prior booking. Please arrive in time for your reservation so that you can enjoy your full session.

The reservations team will contact arriving resident guests to arrange bookings. Leisure Members may book 24hrs in advance and non-members can book on the day.

Session times

As capacity has reduced to allow appropriate physical distancing, we have introduced 45 minute sessions for the pool and fitness suite so that everyone has the opportunity to use the facilities safely. We kindly ask guests to leave the facilities after this time to ensure there is sufficient space for arriving guests.

What's not available

We are not allowed to open our thermal suites, some gym equipment including mats won't be available, and guidelines don't allow us to play music. Food and drinks are not available in the Spa Resort Pool or Playbarn. Please bring any equipment you need with you, for example, goggles, arm bands, gym mats and a water bottle as regulations do not allow us to loan such items at the moment.

Spectating - To minimise numbers in the facilities and aid physical distancing we regret that you cannot spectate at this time unless supervising a facility user.

TRAVELLING TO AUCHRANNIE & THE ISLE OF ARRAN

Scottish Government currently advise for essential travel only from areas covered by local lockdowns and that anyone planning to travel to from these areas should cancel their booking.

If you live in an area currently subject to local lockdown we would ask you to please contact our reservations team (01770 302234) to rearrange your booking to a future date or alternatively cancel your booking.