



Coronavirus / COVID-19 Statement

A message from Banchory Lodge

13/06/2020

Dear friends,

WE LOOK FORWARD TO WELCOMING YOU BACK TO BANCHORY LODGE

We really hope everyone has managed to stay safe and well during this extremely testing period.

Life has changed for us all over the past few months and we, like you, have been doing our best to navigate the new 'norm'.

We closed our doors in line with the Government directive back in March along with the rest of hospitality to keep our staff and guests safe, but we are itching to reopen this summer.

Until the Government confirms its position on dates and procedures for hospitality businesses, we are unable to confirm exactly what facilities we will be able to open, how many guests we're able to accommodate at any one time and the exact date of re-opening.

Although we are aiming for the 15th of July as per the announcement of the Scottish Government, and if that is the case and safety measures are workable, we will open our doors on that day.

We really can't wait to welcome you all back and whilst observing our stringent safety measures, aim to create the same fun atmosphere and warm welcome that we have always hoped to deliver.

On behalf of all our team, we would like to thank you for all the countless messages of support and the patience that you have shown us during this challenging time.

Carol Fowler, Philip Bryson, Wilson Anderson and Andy Burgess

Directors

Accommodation

Subject to Government guidance we are planning to open our doors to on Wednesday 15th July, 2020. We are now taking bookings for accommodation, but please be aware that this is conditional and subject to change.

Initially, we expect that the phone lines will be busy and our Reservations team will be doing their best to respond to all enquiries as soon as they can, we suggest where possible you make your hotel

booking online and ask you to consider helping the Scottish hotel industry by booking direct with hotels whenever you can.

Can I book a table?

We have opened our woodfire over from the 19th June 2020 for outdoor dining, on the terrace. we are initially opening this Thursday to Sunday only and bookings must be made on line via the website or our Banchory Lodge app.

We also are opening our Fox Box on the lawn for salads, beers wine and prosecco, booking is not required you can simply come down and enjoy refreshments on the lawn.

Mid July, we plan to open our indoor dining and initially we will be operating with a reduced number of tables until we have guidance on physical distancing, so availability will be limited, and we advise booking online.

Due to the constantly changing nature of this guidance, we will be continuously reviewing our procedures and will update you as soon as we know more. Please keep an eye on our social media where we will announce when the diary will open for the restaurant.

Full details of opening times and menus can be found on the website

And the good news for 2021!

We have just opened bookings for 2021 so that you can get planning all those special occasions or last-minute getaways that you have missed with family and friends this year!

2021 room rates have been fixed at 2020 prices for all bookings made before 31st July 2020, so that you can guarantee you will only be spending what you will have spent this year.

After this date, rates are subject to increase.

Can I use a Gift Voucher?

We have extended the validity of all Gift Vouchers that expired whilst we are closed, or that are due to expire later this year so that you are still able to use them.

All Gift Vouchers that expired or are due to expire in April, May, June or July 2020 have been extended by 6 months.

All Gift Vouchers due to expire in August, September, October, November or December 2020 have been extended by 3 months.

All Gift Vouchers bought during our time of closure will be valid from use from Wednesday 15th July 2020.

Book with confidence

What happens if I need to cancel?

Hotel bookings can be cancelled or transferred up to 48 hrs prior to arrival with no charge. If you need to cancel or amend your booking within 72hrs of arrival due to COVID-19, we can transfer your booking to another suitable date, however rates may differ between dates.

Any cancellations or amendments within 72hrs, that are not as a direct result of COVID-19, will result in our retaining the charge for the first night of your stay.

If we are forced to close the hotel again due to COVID-19 bookings can be transferred or cancelled at no charge.

BOOK NOW

What should I expect when I visit?

The experience may look a little different in this new normal, but we hope it will feel the same; ultimately, it will still be our people caring for you and delivering the same attention to detail and personalised service that you are used to at THE LODGE. We want to reassure you that we're putting measures in place to keep you and our teams safe so that you can confidently enjoy a stay with us.

We'll carry out these measures in a way that is true to who we are, so whilst the health and safety of our team and guests is our absolute top priority, we still want you to be able to relax in a space that feels familiar. We're still shaping the finer details, and as soon as we're able, we'll get as much information out to you all about your upcoming bookings, new booking enquiries and what visiting us might look like.

Guidance, best practice & assessment

We're following all government guidelines and working on best practice measures within the hotels. Once confirmed, we'll complete all necessary risk assessments and certification to validate our policies; all procedures and assessments will be constantly reviewed and updated where necessary in line with government guidelines.

We firmly believe this needs to be a joint effort between our team and our guests, so we urge you to please use maximum common sense to play your part in keeping everyone safe. In return we will be doing the same for you. Importantly, we will not be allowing any of our team members displaying symptoms inside our hotels and we would ask you to exercise the same cautionary approach.

Our teams, suppliers & partners

We'll make sure that all of our teams, suppliers and partners are fully aware of our commitments and ask them to comply with our procedures and requests to ensure the safety of our staff and guests.

Every team member will be trained in new health and hygiene related procedures and their responsibility to guests and fellow members of staff.

We'll take all reasonable steps to follow the Government's Covid-19 Secure Workplace Guidelines.

We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet our high standards.

We'll supply all necessary PPE as required, specifically to kitchen and housekeeping teams.

Keeping you in the know

We'll continue to be honest, transparent, and up front with you - updating and sharing information with you as soon as possible.

We'll share our plan for re-opening, including all measures and produces that have been put in place, on our website and with all bookings ahead of their arrival.

As we hear the latest Government directives, we'll update all our pre-arrival email communications to provide additional information relating to health and hygiene.

All guests will be called in advance of their reservation to confirm the details of their stay and to clarify the procedures that we've put in place at that hotel ahead of their arrival.

Our Reservations team will be equipped with all information regarding staying at THE LODGE and will be able to answer questions that you might have.

Capacity

We'll adhere to Government guidelines and restrictions relating to capacity, and while physical distancing is required our restaurants will be operating with a reduced number of tables, so we will be running with specific sitting times and availability will be limited. Due to the constantly changing nature of this guidance, we will be continuously reviewing our procedures related to capacity.

Cleaning

As a hotel and restaurant, we already operate with strict cleaning and health and safety measures, but we will now be taking extra steps to ensure that all areas are thoroughly sanitised, clean, and compliant.

All team members will be trained in these new standards and timings of cleaning.

Check In will now be at 4pm, rather than 3pm, to allow for more time to clean guest bedrooms.

We'll provide hand sanitiser for staff and guests at every possible opportunity.

We will employ full time public area cleaners.

Physical Distancing

Maintaining a physical distance from others is essential to stop the spread of the virus, but we believe it does not mean we can't be sociable! We prefer the term physical distancing, so that it does not feel like you can't enjoy interacting with the team.

We'll always adapt our service style to adhere to Government guidelines, and have adjusted table layouts in our restaurants, to allow for the required distancing policy.

We love being quirky and a bit different, but this can make it difficult for hard and fast rules. We'll ask our guests to please use common sense and be responsible for your own physical distancing during your stay when moving around the hotel for the wellbeing of both you, other guests and the team. We will be asking the team to do the same for you.

Checking In and Out

We're working on adapting the Arrival, Check In and Check Out process to speed this up, to support physical distancing and to ensure the safety of all guests and team members. Guests will be contacted with details of exact procedures in advance of their stay. Please note the new check in time will be 4pm to allow for disinfecting rooms with fogging machines.

Breakfast will be served at guests' tables, and will be asked to pre-book their preferred breakfast time on check in.

Keep in Touch

Email address

Post code

Yes I would like to keep up with all the goings on at THE LODGE, including news offers, upcoming events and more! For more information, please take a look at our full privacy policy.

BANCHORY LODGE

BOOK: BOOK ONLINE www.banchorylodge.com