



ROSS PRIORY



WELCOME

**WE'RE BACK.
WE'RE SAFE.
WE'RE READY TO GO.**



Over the last few months, our world has changed in ways we could not have imagined. Things that seemed impossible are now not only possible, but part of everyday life; while other things, once a part of everyday life, seem the remotest of possibilities.

As life gradually comes to resemble something we once knew and we adapt to the 'new normal', we have been busy preparing behind the scenes and adapting our operations in line with the most up-to-date Scottish Government advice, including hygiene regimes and guidance on physical distancing, to open safely for our members, guests and staff.

A visit to Ross Priory might look and feel quite different for some time, however, a warm welcome will always await you.

Kind regards
Ross Priory Management

Pre-arrival

All members, customers and guests will be required to pre-book to use Ross Priory, even if they don't require additional services such as food and beverage.

This is to ensure that bookings can be staggered, information can be retained for test and protect, and social distancing can be maintained in all areas of the house, considering members, residents, guests in the cottage and people attending events.

Numbers

Bookings will be accepted in line with Scottish Government guidance, which is currently a maximum of 8 people from 3 households indoors and 15 people from 5 households outdoors.

Guests will be asked not to attend if they have symptoms and will be given guidance on what to do if they experience symptoms whilst at Ross Priory.

On arrival

Visitors will be encouraged to use the front door, unless required to use the lift.

All visitors will be asked to ring the bell and wait for a member of staff, who will take them to their table or room.

Hand sanitiser stations will be provided at both entrances and all visitors be asked to sanitise their hands before entering.

Areas in Use

All areas on the ground floor will be utilised, to ensure tables and customers are 2m apart. Whilst the Scottish Government guidance allows hospitality to operate at 1m with additional measures; Ross Priory will continue to operate at 2m, in line with the rest of the University.

Full table service will be provided during all service periods to minimise the movement and interaction of people.

Food & Beverage Service

The house will be open Thursday to Monday 9am to 5pm for morning coffee, bar food and afternoon tea

The menu has been reduced in size to facilitate appropriate social distancing in food production and food service areas.

Menus will be either single use or laminated to allow them to be sanitised between uses.

All self-service condiments such as salt, pepper & sauces will be removed and served in single use portions with the food .

Tables and chairs will be cleaned and sanitised in between uses.

Staff will wear a face covering or face visor & covering whilst serving in close contact with customers or where social distancing at 2m in service areas is more challenging.

Accommodation

Guests staying in accommodation (both bed & breakfast and Lochside cottage) will be asked to give an estimated arrival time.

Contact on check-in has been reduced to a minimum and keys will be sanitised prior to issuing. All unnecessary literature has been removed from accommodation and room decorations that may be difficult to clean have been kept to a minimum.

The bedrooms will be serviced only when guests are not present. The cottage will be serviced if guests are staying for a two week period. If anything is required in between times, guests may call the house and the team will deliver. Staff have been advised on all necessary cleaning protocols to be safe and minimise cross-contamination.

Ladies & Gents Toilet Facilities

Signage will be in use to indicate the maximum number of people allowed at any one time and to remind people of the need to socially distance.

A timed cleaning log will be displayed in each toilet and signed by staff when completed.

The shower area in each of the toilets will be taken out of use for the time being.

Payment & Departure

All departing guests, whether from accommodation or from food & beverage areas, will be encouraged to make a contactless payment. Where this is not possible, guests will be directed to the bar to use the credit card machine, which will be cleaned after use.

A key drop box will be provided in the hall so that accommodation keys can be sanitised before the next use.

Additional Measures

In addition to the safety measures already outlined, our cleaning of high contact areas has increased, there will be hand sanitising stations near dining areas, a protective screen in the bar and signage for guidance in areas where numbers are restricted.

Administrative staff will continue, where possible, to work from home, so it may take a little longer to reply than usual.

In the spirit of keeping everyone at Ross Priory safe; members, customers and guests are asked to adhere to the guidance and advice from staff and to be mindful of social distancing when moving around the public areas.

We look forward to welcoming you back!

**To make your pre-arrival arrangements or
booking:**



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