

# The Oyster Inn

As part of our promise to reassure you of your safety when visiting The Oyster Inn, we have designed our Safe n Sound programme. This builds on our existing high standards of hygiene and cleanliness. Praised by guests we have had the pleasure of welcoming over the years!

So, what does 'Safe n sound' mean for you? Here as your General Manager James Kelly I have provided a brief insight what a holiday in Scotland's Gate way to the Isles will be like at The Oyster Inn. Below, I have created an overview of our new procedures so you can sleep Safely Sound in the knowledge that we are there for you.

For more detailed information please view our full Hotel coronavirus policy now in place.

## Contactless Check-in

To ensure a swift check-in that reduces contact and touch points, check-in will be completed by phone. Here, any requests you may have such as your dining options can be discussed and arranged by our team prior to your arrival. We also will 'check-in' on your wellbeing before your departure to ensure you are not putting yourself or others at risk by travelling to The Oyster Inn. We are all in this together!

## Your Arrival

Upon your arrival at the hotel, one of the team, wearing appropriate PPE, will greet you with a warm socially distanced Argyll welcome and provide you with all the information you will need to have an enjoyable and comfortable stay. The team member will also talk you through our hygiene procedures implemented to protect you, fellow guests, and the rest of our team.

The team member will not handle any baggage unless required to aid in preventing touch points during your arrival. However, if you require assistance, all you need to do is remove your luggage from the boot of your car and we will transport it to your room. Please do not be offended when we put on gloves prior to handling your luggage.

Additionally, to increase safety travelling throughout the hotel, we have removed contact points en route to your room and between our public areas. All public doors will be readily open or open for you.

## Sealed Hotel Rooms

You can be assured that every measure has been taken to ensure the cleanliness of your room. With touch point items disinfected using industry-leading cleaning products and procedures. We then spray your room for a maximum effort of hygiene. Finally, your room will be sealed, so you have the comfort of knowing that no-one has entered the room after it has been cleaned.

We have also removed certain gadgets and items, such as alarm clocks, throws, cushions & other decorative items in order to reduce touchpoints throughout the room. We therefore can only apologise if the rooms do not appear exactly as they are depicted on our website.

Electronic items such as our alarm clocks and fans can be requested, should you require them.

## Daily Housekeeping

To maintain household integrity, we will be offering a “Housekeeping Light” service. This means that no one will enter your room for the duration of your stay. Any additional items can easily be requested from reception.

## Socially Distanced Dining & Public Areas

After a busy day of sight-seeing and exploring Connel & Oban with some of our most beautiful beaches and countryside, you can relax comfortably with our socially distanced dining. Here you can enjoy a drink or delicious meal in our new socially spaced dining areas. This includes our outdoor bar and eating areas where you can soak up the sun!

You will also find hand sanitiser stations throughout our public areas for you to use.

So, go ahead, book your family reunion and get life back on track safely. It's now time for a safe retreat in Scotland's beautiful Argyll and Islands.

## Contactless Checkout

Finally, there will be no need for you to check out at reception as final bills will be emailed to you on the morning of your departure. Just **respond by email** with the agreement of accuracy. And, should you have any questions, please reply by email from your smartphone or device where one of the team will reply before your departure.

We also respectfully ask that you inform a member of staff at reception when departing your room to allow our housekeeping team to have the longest time possible cleaning the room before the next guest we are due to welcome arrives.

## Our Promise

Please make your reservation with us knowing that you are in dedicated, caring, responsible and approachable hands. To our old friends that we have missed over recent months, we look forward to welcoming you back. To the new friends we have yet to meet, we hope that our "Safe n Sound" programme reassures you of our very best efforts to keep you safe and sound. And always with the famous Oyster Inn Argyll welcome.

Slainte Mhath...