

THE HAWTHORNS BED AND BREAKFAST

MEY

THURSO

KW14 8XH

Dear Guest

Introduction

We want to ensure you enjoy a comfortable, memorable and relaxing stay with us, while ensuring everyone's safety is paramount.

Preventative Measures

Thankfully, the Highlands have reported few cases of Covid-19. In order to continue in this vein, we have taken steps to reduce risk.

Arrival

We will need to stagger arrivals to allow for social distancing, so be aware that we may ask you to remain in your vehicle briefly should another guest arrive just before you! Sadly we will not be able to assist in handling luggage unless you have a need for assistance.

Payment

All payments to be made on arrival using preferably bank or credit card (sorry no American Express). Our card machine will be sanitised between uses. Should you wish to pay cash please make sure you have the correct money. All guests booked through Expedia (Hotel Collect bookings) or Booking.com please note that payment will be taken on arrival using the card you made the booking with unless you request otherwise.

Breakfast

On arrival you will be offered 3 options for breakfast

- 1 Dine in our dining room or sitting room, socially distanced from other guests, with allocated times (please be prompt). All areas will be fully cleaned and sanitised between use.
- 2 Takeaway breakfast
- 3 Room service. Trays will be placed outside rooms

We will of course be following strict handwashing procedures during breakfast service.

Bedrooms

All rooms will be fully deep cleaned between guests, with 24 hours left between bookings.

We will not refresh your room on multiple night stays unless requested to do so.

All bedding and towels removed and cleaned at 60 degrees centigrade. Towels will not be refreshed during multiple night stays unless requested.

All cups removed and washed in dishwasher.

Public Areas

All surfaces sanitised frequently (door handles, switches etc)

Hand sanitiser provided at key points in hallway.

Please respect current Scottish rules for social distancing.

Please note our guest sitting room has been repurposed as an extra dining room so is unavailable in the evenings. All rooms have seating areas in them.

We want to ensure that these safety measures do not impact on your enjoyment of your stay with us. Please let us know if there is anything you feel we can do to make you more comfortable.

Warm regards

Graeme and Eilean

The Hawthorns B&B