



# AIRTH CASTLE

HOTEL & SPA RESORT

## STAY WITH PEACE OF MIND

Dear Guest, Welcome.

Airth Castle Hotel & Spa is committed to safeguarding guests' safety, health and wellbeing during every moment of their stay.



### Arrival & Departure

Guests arriving at Airth Castle Hotel & Spa must wear face coverings in public areas and corridors, all bedroom key cards are sanitised before check-in. Please respect physical distancing best practices to provide a safe environment for all guests. Pre-Authorisation of credit/debit cards is hotel policy to ensure contactless payments within the restaurant, bar and check out. PAPERLESS CHECK-OUT with electronic receipts will be provided to guests upon departure.



### Lifts

Only 2 guests or guests staying together will be permitted in elevators at the same time / elevators will be cleaned on an hourly basis. Disabled guests have priority for lift usage.



### Team Members

All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and PPE equipment and physical distancing awareness. Regular training will continue as the current situation develops.



### Hand Sanitisation

Hand sanitising stations can be found throughout the hotel, at reception, restaurant entrances, lifts, spas, pools and fitness areas.



### Public Areas

We have significantly increased cleaning schedules in all public areas with particular focus on high-touch areas such as door handles. We strictly adhere to physical distancing best practices to provide a safe environment for guests.



### Guest Rooms

Rooms are thoroughly cleaned and disinfected after every stay. ENHANCED CLEANING between guest stays with a focus on high-touch items such as handles, doorknobs, buttons, light switches, and remote controls.

**FURNITURE + FIXTURES**, enhanced cleaning and disinfecting of all hard surfaces and furniture items as well as small appliances such as hairdryer and kettle.



### MODIFIED SERVICE

Stayover housekeeping service to be discontinued with replenishment of items such as toiletries and towels by request only and delivered via contactless room drop-off | extended stay service to be scheduled at a time when guest is not in room Please be advised that there is a NO Smoking Policy in any of our rooms. Guests found to be smoking in their rooms will be charged £150 for deep cleaning.



## BARS & RESTAURANTS

Table spacing and à la carte-only dining have been introduced to ensure physical distancing compliance and the highest hygiene and safety standards. We recommend that reservations are made in advance for breakfast and dinner.

### Piano Bar and Grill Restaurant Opening Times

**Breakfast** 7.00am – 10.30 am (Mon - Sun)

Please appreciate our peak times are 9:00-9:30am during the week and 9.30 and 10.00am at the weekends.

**All Day Dining** 11:00am – 21:45pm

Reservations are essential



## LEISURE FITNESS AREAS

BY APPOINTMENT ONLY. In order to promote physical distancing, use of the fitness facilities will be strictly by appointment.

To Book please visit our website [www.airthcastlehotel.com](http://www.airthcastlehotel.com) or call our team should you require any assistance our team can be reached on 01324831411 prior to stay or extension 860 or 861 and will be happy to help. No access to restroom/shower/change area / guests will be required to use their individual guestroom restroom facilities. No Towels will be issued within the leisure club, please ensure you take your own towel from the room.

SAUNA + STEAM ROOM suspended until further notice due to government guidelines.

Capacity in fitness areas has been reduced in line with physical distancing best practices. Cleaning schedules have been increased and hand sanitisers are available throughout fitness areas.

All health and safety measures in our fitness areas are fully compliant with local requirements.

### Leisure Club Opening Times

Monday – Friday: 06:00am – 8.00pm last entry 7.00pm

Saturday – Sunday: 07:00am -8.00pm last entry 7.00pm

### Beauty Treatments

Treatments can be booked during your stay  
(subject to availability)

860/861 or at the Leisure Club desk

Spa Appointments available daily subject to availability

We hope that you will have the opportunity to enjoy our leisure and spa facilities with our compliments during your stay and perhaps you will have the time to indulge in one of our Elemis treatments, should you require any assistance with a Spa Enquiry, our team can be reached on extension 860 or 861 and will be happy to help

Hotel check out time is 11am

We are delighted to offer free WiFi throughout the hotel\*.

To connect simply click on **AirthcastlehotelWIFI** in the WIFI settings and the password is: **airth1000**

If you require further assistance the Reception can be contacted 24 hours a day by dialling 0 from your telephone.



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Airth, Stirlingshire, Scotland, FK2 8JF