



Dear Guest,

At Kylesku Hotel, we know a trip to Kylesku means an opportunity to escape the bustle of daily life, leaving it all behind for the beautiful tranquillity of our Highland home.

We believe our passion for guest care and commitment to the time-honoured, traditional Highland welcome is a genuine point of difference, and will always remain at the heart of what we do. You can rest assured that our aim remains for you to get the most enjoyment possible from your time with us, in the natural splendour of the Highlands.

Please read the information below to see how we are applying our characteristic high level of scrutiny to allow you to relax and enjoy your time with us, whilst we minimise any risk from coronavirus, the impact our measures have on the environment, and maximise the safety of our local community, employees and you. If you have any queries, please don't hesitate to get in touch.

In the meantime, we look forward to welcoming you to Kylesku very soon.

Warmest regards,

Tanja, Sonia & the Kylesku team



Enjoying yourself whilst staying safe

WHAT WE WILL DO

Prior to arrival We will send you out a **pre-arrival email**. Along with suggestions for planning your time with us, it sets out our **fit-to-travel policy**, and also directs you to how you can **personalise your room set-up** for your enjoyment and peace of mind. Please also **download our app**. This has been developed to give you all the information you need, at your fingertips. You can use it to familiarise themselves with any adjustments we have made, and most importantly help you get excited about your lovely, well-deserved holiday with us.

Arrival You'll see the **clear signage** we've put up regarding our **one-way system** and **social distancing**.
We've also provided **umbrellas** if you need them whilst queuing.
Hand sanitiser is available at the front door for you to use before entering the hotel.

Check in Inside reception you'll find an **area to wait** if another guest is already checking in. We have hand-sanitiser beside the **reception bell** and will be wearing **visors** meaning we won't need to **hide** our welcome smiles behind a mask. Fancy **UV wands and atomisers** mean we will be able to sanitise everything before passing it to you.
After checking your dinner reservation, we will show you how to find your room and take your order for **complimentary tea or coffee** in our guest lounge, should you wish.

Your room Your room will have been fully **cleaned to the highest standard** by our team and then **sanitised with an anti-microbial mist**, meaning all surfaces, hard or soft, and everything else in the room will be safe to touch.
We intend to offer a **full housekeeping service throughout your stay**, unless you prefer us not to.

Settling in The guest lounge has been set up to accommodate up to four **socially-distanced groups**. The whole room is **sanitised daily**, using our state of the art **misting unit**, and **all touch points are regularly sanitised** throughout the day.
All of this gives us a lovely space to let you chat, read, enjoy your afternoon tea & cake, pre-dinner cocktail or just take in the views.

Planning your days Our team all have their favourite **recommendations for walks, refreshments, and activities** so please ask us if you're after something specific and we will gladly share our knowledge. **Social distancing** means we can't get too close, especially if we want a proper face-to-face without masks, so **our new app** means we can walk you through loads of recommendations in the handy map section whilst staying at a **safe distance**.

Joining us in the restaurant and on the deck We will **greet you at the restaurant door** with a smile clearly visible through our **visor**, and walk you to your table, along the **walkways** marked on the floor, past the discreet **perspex screens**. If your table isn't ready to be **sanitised before you sit down**, we might suggest you enjoy a drink in the guest lounge whilst you wait. Once you're sat and **safely distanced** from other diners, we'll take a drinks & nibbles order for you to enjoy before you order your meal.
If the weather is fine, we will have the windows open to **improve ventilation** in the room.
When the sun is shining and the midges are socially distancing (we can hope!), our deck overlooking the loch is the perfect spot to dine. Please check the **sign on the table** to see if it has been **sanitised before you sit down**, and then we'll take **all orders from the table**.

Ordering food and drinks We will take all your **orders at the table**, to save you having to worry about getting too close to other diners. Our team, who will have undergone a **health check** before starting work, will be wearing all of the **appropriate PPE** to keep themselves and you as safe as possible.
We will **sanitise your cutlery & napkins**, before putting them on the table. Our team are also really happy to make recommendations, if you prefer not to have to pick up your phone to scroll through the menu and the **daily specials posted on Instagram**.

Bar service **Best practice guidelines** mean we will be taking **all orders at the table**, whether you are sitting inside or outside, rather than at the bar. Our staff are well trained in making recommendations, but we know how strong the temptation is to stare at our collection of local gins and single malts like a kiddie in a sweetie shop, so there is a small **area in front of the bar** where it is safe to stand. Just remember that others might want to take a peek, too.

Whilst dining All of our team will be wearing **appropriate PPE** whilst moving through the restaurant. They will be practicing **thorough hand-sanitising** before and after handling any crockery and glassware, and observing **safe social distancing** at all times, in the kitchen as well as the dining room. Please be aware that living in shared accommodation means some of our team share a bubble, which affects their need to distance from each other. We will be **regularly sanitising all high-contact points**, including door handles, tills, trays and condiment cruets using a combination of **chemical-free UV wands, and atomisers using biodegradable sanitiser**. We will check back on you during your meal, to ensure both **your satisfaction** and **your comfort**.

Paying Before we present you with the bill, our team will confirm your satisfaction with your whole dining experience.
Card payments are the preferred method of payment, and the card terminal will be **sanitised before and after** your use. We will also accept cash and **sanitise any change** before handing it over to you.
At all times, proper **hand hygiene** and **social distancing** will be observed.

Breakfast With only 11 rooms, breakfast can have an unhurried and intimate feel. Without a buffet set up, for hygiene reasons, we can accommodate all our residents in the top and middle section of our restaurant at one time, meaning you don't need to book a time for breakfast, or wait to be greeted at the door, so we can wedge it open to **reduce contact points**. All the tables will have been **sanitised** prior to your arrival. In fact, the whole restaurant will have been **misted with biodegradable & food-safe anti-microbial disinfectant** the night before. Once you're sat and **safely distanced** from other guests, we'll take your **order at the table**, including everything from our usual buffet, as well as tea, toast and your hot breakfast order.
If the weather is fine, we will have the windows open to **improve ventilation** in the room and let you feel the sunshine on your face.
Those of you who have ordered a picnic for your lunch will be able to collect it before you finish your breakfast.

Check out We will greet you at reception and bring you your bill, which you can check over before you pay. **Safe social distancing** means we can check your satisfaction with your stay and listen to your feedback without the need for cloth masks obscuring our faces and muffling our conversation.
Payment by card is preferred, although all methods are acceptable. Everything will be thoroughly **sanitised before and after use**.
Now would also be a great time to book your next stay with us.
Finally, we'll bid you a very fond farewell, with a full and unobstructed smile as you embark on the next leg of your adventure.

WHAT YOU CAN DO

Read your pre-arrival email.

Tell us how to personalise your room for you.

Familiarise yourself with any adjustments we have made.

Get excited about your upcoming holiday.

Park your vehicle anywhere in the lay-by, or along the white wall outside the hotel. Please leave access to the fishing slipway and the hotel access walkways.

Relax and take in your new surroundings.

Sanitise your hands before entering the hotel.

Keep yourself dry under our umbrellas and chat to others in the queue or spot wildlife on the loch, if you have to wait to enter.

Sanitise your hands and use the bell to alert us to your presence.

Ask us any questions you might have.

Decide whether tea or coffee takes your fancy - unless it's gin o' clock already!

Start to relax. Your journey's over and your holiday has started.

Settle in, unpack, decompress and make yourself at home.

Have a shower using our complimentary toiletries and change out of your travelling clothes. If you would like fresh towels, please leave your used ones in the bath or shower. If you prefer us not to enter your room during your stay, please leave any dirty towels outside your room door after 9 am.

Relax on the comfy sofas and enjoy a great coffee.

Consider a pre-diner cocktail whilst browsing the menu on our app.

Loose yourself in your maps or book.

Stare out across the loch and watch the changing light illuminate the scenery.

Check the weather (Windy is a great app for this) and decide what activity best suits the conditions.

Ask our team for recommendations and browse the suggestions on our app.

Relive memories of past trips with our team and other guests.

Create new and lasting #KyleskuMoments to share.

Book your table in advance and arrive promptly to avoid having to wait before you can be seated.

Download our app and menus and browse them prior to dinner to give yourself more time to relax and enjoy your meal once you're sat.

Sanitise hands and press the bell on reception to alert us to your presence.

Consider wearing your face mask in courtesy to other diners and stick to the walkways whilst moving through the restaurant.

Ask your server for recommendations if you don't have favourites already

Pick out one of our unique, locally-inspired cocktails to enjoy with nibbles before you order your meal.

Enjoy the spectacular views from anywhere in the dining room.

Check out our daily specials on Instagram and ask our team for recommendations.

Pick a drinks pairing to enhance the flavours in your food.

Keep any coats and bags with you at the table to avoid unwanted contact with the belongings of others.

Ask for recommendations and make use of the menus to avoid the need to put your mask on and walk to the bar.

Consider taking a photo of the backbar selections to minimise the time spent standing at the bar, giving other guests the chance to do so, too. Alternatively you can pass your phone to your server, who will be happy to take a photo with it for you.

Sample the delights of the best local produce the NW highlands has to offer.

Lose yourself in the moment. The view... the food... the conversation... !

Consider using the bathroom in your room, rather than the public toilets. Remember to use the one-way exit and entrance system, if you do.

Observe social distancing if waiting for and using the public toilets.

Make use of the hand sanitiser dispensers to maintain good hygiene.

Wear your mask whenever using the one way system, out of respect to the other diners.

Check your bill is correct.

Observe good hand hygiene when handling anything passed between you and our team.

Retire to the guest lounge for a whisky as the sun sets. Remember to leave via the exit in the bar area and re-enter via the entrance to reception.

Rest assured that any gratuity you might add to the bill, by cash or card, will be shared, in its entirety, equally amongst the whole team.

Make your way to your cosy, comfortable bed, via the exit in the bar. If you're heading back to your room in the main hotel, you can return to your room via the entrance at reception.

Enjoy the way the changing morning light plays across the loch.

Savour the moment of waking up amid the peace and tranquillity of one of the last wildernesses in Europe.

Look out for the wildlife that calls Kylesku home. Spot birds, seals, deer and even the occasional otter.

Put the finishing touches to your plans for the day. Remember to check the weather (Windy is a great app for this) and ask our team for recommendations.

Collect the picnic that you ordered the night before, to enjoy sat on one of the beautiful local beaches, or high on a hillside looking out across the breath-taking scenery.

Set out for the day via the exit in the bar area. If you're heading back to your room in the main hotel, you can return to your room via the entrance at reception.

Sanitise your hands and use the bell to let us know you're ready to check out.

Place your room key in the bowl provided so we can sanitise it for the next guest.

Check everything is present and correct on your bill.

Tell us about your stay. What did you really enjoy, and what we could improve for next time?

Book for next time, to make sure you get your preferred dates and room.

Rest assured that any gratuity you might add to the bill, by cash or card, will be shared, in its entirety, equally amongst the whole team.

Set out on your next grand adventure (with a little bit of your heart staying behind in the northwest Highlands, waiting for you to return).