



DUMFRIES HOUSE

PART OF THE PRINCE'S FOUNDATION

The Prince's Foundation understand that the health and safety of our staff and our guests are of the utmost importance whilst co-existing with COVID-19. We have developed new ways of working based on advice and guidance provided by the Scottish government and industry bodies. These include, but are not limited to the following:



COVID RISK ASSESSMENT

We have undertaken a COVID-19 risk assessment to ensure that we have considered all COVID-related hazards and introduced control measures to reduce risks.



TRAINING

All staff have undergone training to ensure they understand the new ways of working required to keep our guests and colleagues safe.



ENHANCED CLEANING

Enhanced cleaning regimes of bedrooms, communal areas and staff areas have been implemented. We are using anti-bacterial and anti-virucidal chemicals.



PPE

All staff are required to wear PPE in line with Government guidelines, including the use of face coverings whilst at work.



FACE MASKS

Guests must wear face masks when entering, leaving and moving around the Lodge, unless exempt. If you rely on lip reading or facial expression to communicate please inform us.



WELLNESS CHECKS

All staff are required to confirm that they are not displaying symptoms at the start of each shift.



TEST AND PROTECT

We are following the requirements of Test and Protect and require contact details for all bookings. This allows you to be contacted in the case of a localised outbreak.



HAND HYGIENE

All employees have been instructed on hand washing techniques and are provided with hand sanitiser and hand washing locations. Staff will sanitise hands on a regular basis.



GUEST HYGIENE

Guests are asked to sanitise their hands on arrival. Hand sanitiser is available for guests in all rooms.



GUEST HEALTH

We ask our guests not to visit the Lodge if they are displaying any symptoms of COVID-19.



HOUSEHOLDS / SOCIAL BUBBLES

Guests are required to limit bookings to maintain compliance with Government guidance on households and social bubbles.



MENUS AND INFORMATION

All food / drink menus and information regarding your stay at the Lodge are single-use, or fully sanitised between guests.



SHIFT PATTERNS

Shift patterns have been arranged to enable physical distancing to be maintained when staff arrive at or leave.



WORKING ENVIRONMENT

Floor markings, signage and restricting access to certain areas have been implemented to allow staff to maintain physical distancing in our back of house areas.



LAYOUT ADJUSTMENT

Where possible we have adjusted the layout of the Lodge, or restricted access or routes. This will help allow physical distancing when moving around the premises.