



Fife Arms

HOTEL

OUR PROMISE TO OUR GUESTS



The health and safety of our guests, employees, local community, partners and suppliers has and remains our number one priority. The Fife Arms will adhere to new hospitality government guidelines, as a minimum set of standards being maintained consistently. We will go over and above to protect the local community, whilst still safely keeping our characteristic warmth.

As we navigate this new path, we will continue to listen to your feedback, your ideas and your needs. We have implemented a wide range of measures, new services and offerings to keep everyone safe whilst we fully reopen The Fife Arms.



We shall work as a team to keep everyone safe

We have carried out a comprehensive risk assessment, prepared new cleaning schedules for each department and trained the staff extensively on our new cleaning and working procedures to mitigate risk as much as possible. You will find sanitising stations throughout the building and you will often see us wiping and sanitising surfaces. Rest assured that this is happening behind the scenes and at night time too.



We want to give you peace of mind

If you become ill before arriving or on your way to the hotel, we will allow you to cancel at short notice and we will look after you within the parameters set by the government guidance.



We will take your temperature

Each guest and each member of staff will have their temperature measured at the hotel entrance before entering the building. Any staff member with a temperature above 37.8C will be asked to return home. Guests and visitors displaying a higher temperature than 37.8C will be asked to wear a face covering immediately and welcomed into the isolation area, which is the hotel spa, Albamhor. The temperature will be taken again after 15 minutes to verify the result. Should there be no explanation to the raised temperature, the situation will be handled by the manager on duty in adherence with the current government advice.



Technology will help

We have introduced online check-in and online check-out which you can carry out from a link sent to your emails.



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We have plenty of space for your disposal

The advantage of an oversized Victorian building is that we have plenty of space to accommodate several guests at a safe distance. We are also blessed with outdoor seating at both our local pubs and the greatest natural spaces where you can walk for hours without meeting a soul. This coupled with our internal procedures including one-way systems and spacing out of tables, will make social distancing easy to achieve!



Have as much or as little service as you wish

When you arrive, we will be on hand to place your luggage on our trolley and open doors for you. Please let us know if you would prefer to carry your own luggage. We will also give you the option not to have housekeeping service, and simply bring fresh towels to your room.

All menus available in the hotel are also available in your room whilst bars and restaurants are open. Our 24-hour ghillie service will make sure you are well looked after at night too and help you make the most of your time in the Highlands, self-guided or with the help of our local experts.



We will only work with partners we trust

We have spoken to all our activity providers and suppliers to ensure that they all comply with the required government guidance.



You shall have the same delicious food

It is paramount that we do not compromise on the quality of our food. With regards to breakfast, it will be initially served à la carte but include all the same options as before. Our famous buffet will return as soon as it is safe to do so. The menu will also be reduced initially to allow for social distancing measures but you will be able to eat anywhere you like in the hotel.



Your room is a safe haven

In our rooms we will remove soft furnishings such as decorative cushions for the time being. The in-room directory will be displayed on your TV. We may have to move your check-in time to 5pm at times in order to complete the cleaning procedures and aerate the rooms but we will make sure you are kept comfortable whilst waiting.



We will wear face coverings

Our front of house staff will wear visors so that you can see their smile. Our staff working behind the scenes and in housekeeping will have linen facemasks. All our personal protective equipment has been made in Scotland by local firms and can be safely washed and re-used. We will also place disposable masks, sanitising liquid and gloves in each of our guest rooms so that you can use them whilst you are staying with us if you prefer.