



Guest Information Autumn 2020

Please note that it is now a requirement to wear a face mask when moving around the premises. Once you are seated at a table you may remove your mask unless speaking with a team member.

Accommodation

All accommodation must be prepaid, we will take payment from the card linked to the booking, or send you a link to make a secure payment online.

All invoices will be emailed on checkout, please ensure we have your correct email address.

Bar, Restaurant & Room Service

Tables will be available in the bar or restaurant, we will be offering table service only. These must be reserved in advance, priority will be given to residents. Please call us on 01855 831539 to reserve your table or book [online](#). Dogs are welcome in the Bothy Bar but must be on a lead at all times. Please respect the one way system in operation, entering the bar from reception and leaving through the bar door. Please refer to our [website](#) for menus and opening times. **Please be aware of the “Rule of Six” if you wish to dine in the bar or restaurant – no more than 6 guests from 2 households will be able to sit at a single table.**

If you prefer to dine in your room (service) or cabin (collect from hotel) you can order on 01855 831539.

If you wish to self-cater on the campsite we have installed kitchen facilities. Please respect other guests and leave the area clean and tidy once you have finished. Please adhere to social distancing whilst using these facilities.

Breakfast

Breakfast will be served from 8.00am – 9.30am and a table must be reserved in advance.

Campsite Facilities

Please observe social distancing signage whilst waiting to use the campsite facilities. The block of double showers can be used by 2 people from the same party at the same time. Please lock the door whilst you are using the showers. Please place all rubbish in the bins provided and clean around the area once finished.

Car Parking

Car parking at the hotel is free of charge for residents. Please do not leave any valuables on show in your car. The hotel will not accept any responsibility for loss or damage to or from cars that are in the hotel car park.

Check In/Check Out

Check out time is 10.00am. Check in time is usually 3.00pm. We cannot offer early check in or late check out due to our enhanced cleaning protocols.

Cleaning and Housekeeping

Our enhanced “[High Five](#)” cleaning protocols include sanitisation of high touch points and fogging with Virosol disinfectant. **Please note that if you are staying for more than one night we will not be offering a turnaround service.** If you require more towels or tea tray items please ask a team member.

Electrical Fans

These are available in the wardrobes. If you use the fan, please leave it out in the room so we can sanitise.

Emergency Fire

Please read the notice in your bedroom to familiarise yourself with our emergency procedures.

Emergency Medical

There is an emergency bell in reception if you require the assistance of a team member after hours.

The hotel address is: Fort William Road, Kinlochleven, PH50 4QL

The NHS helpline can be called on 111 from mobile phones.

We have first aiders on site and the staff can provide details for doctors & dentists. Please contact reception who will be able to help in any emergency.

COVID-19 if you develop symptoms of Coronavirus during your stay please remain in your room and call reception on 01855 831539

Free High-Speed Internet Access

Hotel Rooms:	Connect to: MacDonald Rooms	Password: highlander
Bothy Bar:	Connect to: Bothy Bar	Password: highlander
Campsite:	Connect to: MDH WiFi	Password: highlander

Guest Satisfaction

Guest satisfaction is a priority for the MacDonald Hotel & Cabins. If you experience any issues during your stay, please ask to speak to the Duty Manager who will do their best to resolve the matter.

Luggage Services

If you are using a WHW luggage transfer service you must have a reservation to stay with us.

Reception Desk

Although not manned 24 hours, reception is contactable 24 hours a day by dialling 01855 831539

Sanitiser Stations

There are several sanitiser stations around the hotel and grounds. Please inform a team member if any of these are empty. Pocket sanitisers are available to purchase at reception. Please do not remove the sanitiser from hotel bedrooms, a charge of £10 will be applied on check out if these are missing.