

BUSTA HOUSE INSIDE & OUTSIDE DINING

MONDAY – SUNDAY (EXCLUDING THURSDAY)

NON-RESIDENTS 07:00 – 10:00 12:00 – 16:30

RESIDENTS 07:00 – 10:00 12:00 – 19:30

RESIDENT & NON-RESIDENTS BEER GARDEN 12:00 – 22:00

01806 522 506

PRE-BOOK

We are requesting all breakfast, lunch & dinner tables are to be booked in advance (you do not need to book in advance for the beer garden)

FACE COVERINGS

(All Guests must wear face coverings at all times while inside the hotel)

WRAP UP WARM

(We would recommend anyone wishing to visit our beer garden to wrap up warm as we have no outside heating)

PROHIBITION

(The current National regulations are that no alcohol can be served inside the hotel. We are now offering Alcohol Free substitutes of some of your favorites. We are still able to serve Alcohol in the beer garden 12:00-22:00 and for residents as room service only 12:00-22:00. The current national regulations also ban BYOB for any of the public area's)

TIME TO GO

(There are currently two national curfews in place Non-residents must be off the premises by 18:00 and residents must be in their room by 22:00 please follow all staff instructions as they enforce these guidelines)

STAY SAFE

(All guests must observe social distancing & increased hand hygiene while visiting Busta House)

NEW WAY IN

(The Side door to the Garden is now the main entrance please wash your hands in the portable sink, press the buzzer & queue here (If the sink is not outside please enter the side door where you will find the sink)

PAY SAFE

(We are requesting that payments are made by credit/debit card wherever possible)

COFFEE AT YOUR TABLE

(The long room use will be very limited due to Social Distancing & the soft furnishings (we will be prioritizing the use of the long room to residents but unfortunately not all our residents will have use of the room)

SERVICE PLEASE

(When you arrive, you will be given a pager for your table/group. This will give you an easy way to contact staff, we are offering full table service so please stay at your table as much as you can)



BUSTA HOUSE

SHETLAND

BUSTA HOUSE OVERNIGHT VISITOR GUIDELINE'S

To make sure you are safe and to stop the Spread of COVID 19 we request that you read and follow the guidelines below when you visit Busta House.

All room booking confirmation will be made by e-mail.

All Registration forms will be sent in advance by e-mail. Please could you read these and confirm they are correct and e-mail back acceptance, this is to avoid paperwork on arrival

When you come to check in please could you call us when you arrive from the car park. We will then give you guidance to walk down the side road located on the right-hand side of the car park to the side gated entrance to the garden. Please wash your hands and wait for a member of staff to check you in. Unfortunately, we will not be able to offer a porter service to help with your bags. We will then give you your key and show you in the direction of your room.

Breakfast will be served in the bar area and the same guidelines apply as for dinner. Please could you book a time you would like for breakfast when you check in.

If you are staying multiple nights when you leave for the day please could you let us know while you are having breakfast if you would like HK to make your room that day. If you would like your room made up we would request you open the window in your room as you leave to ventilate the room & leave your key on the reception desk as you head out for the day. We will have a reduced service when we are servicing your room so we will only tidy the bed instead of making it and we will not tidy your possessions. We will still change your towels daily and stick to our current bed change policy

For Check out could you please ask for you invoice while you are having breakfast and we will do the payment at your table to avoid queues at reception.

When you are checking out please could you open the window to ventilate the room and leave the key in the door handle. (It would be much appreciated if you could let a member of staff know you are leaving the building on your way out.)

All guests must observe social distancing & increased hand hygiene while Visiting Busta House to stop the spread of the virus. To help with this we have implemented the following measures;

- Guest's Must wear face coverings at all times inside the hotel unless you are sat at your table or in your room
- 2m Distancing systems have been marked in tape throughout the building
- 2m queuing lines have been marked around the garden and building
- There is a portable sink outside the side entrance, and we would ask everyone to wash their hands as they arrive
- There is also Hand sanitiser dispensers as you enter the hotel and there will also be hand sanitiser bottles on your tables & in your rooms please do use these.
- The side door to the Garden is now the main entrance so please queue here when you arrive
- When you come down from you room for breakfast, dinner or drinks please could you call reception from your room so we know you are coming
- You will be given a pager for you table/group. This will give you an easy way to contact staff
- We will be operating full table service so we would request you stay at your table as much as possible and if you need any drinks the bill or anything else please do use your pager
- The use of the long room will be very limited due to Social Distancing & the soft furnishings as these need disinfected between use. (we will be prioritising the use of the long room to

residents but unfortunately not all our residents and dinner guests will have use of the room and we would like to apologise in advance)

Please do use your tables pager if you ever need anything at all. If we have not come to see you within a couple of minutes, please do press the call button repeatedly the signal can sometimes be intermittent.

We have removed all leaflets and information packs from the bedrooms. If you would like any information on things to do around shetland please ask a member of staff and visit www.Shetland.org

We have also removed all throws, ironing boards, extra pillows and blankets from the rooms if you would like any of these items please call reception and we will bring them to your room for you.

We have provided hand sanitiser, fresh cloths and anti-bacterial cleaner in your rooms please feel free to use these if you would like.

If you become unwell while you are here or start to show any of the symptoms of covid 19 you must stay where you are and alert a member of staff immediately

BUSTA HOUSE LUNCH & DINNER VISITOR GUIDELINE'S INSIDE BUSTA HOUSE

To make sure you are safe and to stop the Spread of COVID 19 we request that you read and follow the guidelines below when you visit Busta House.

Table booking's for lunch and dinner must be made in advance. For lunch please book at least 5 minutes before arrival & for dinner at least 30 minutes in advance. We will be taking advanced bookings so please do book further in advance if possible.

We no longer require pre-orders for lunch or Dinner.

If you would like to visit Busta House for Refreshments in the Garden this does not need to be booked in advance, but we request you call us from the carpark when you arrive.

All guests must observe social distancing & increased hand hygiene while visiting Busta House to stop the spread of the virus. To help with this we have implemented the following measures;

- Guest's Must wear face coverings at all times inside the hotel unless you are sat at your table
- 2m Distancing systems have been marked in tape throughout the building
- 2m queuing lines have been marked around the garden and building
- There is a portable sink outside the side entrance, and we would ask everyone to wash their hands as they arrive
- There is also Hand sanitiser dispensers as you enter the hotel and there will also be hand sanitiser bottles on your tables please do use these.
- The side door to the Garden is now the main entrance so please queue here when you arrive
- When you arrive, you will be given a pager for you table/group. This will give you an easy way to contact staff
- We will be operating full table service so we would request you stay at your table as much as possible and if you need any drinks the bill or anything else please do use your pager
- The use of the long room will be very limited due to Social Distancing & the soft furnishing as these need disinfected between use. (we will be prioritising the use of the long room to residents but unfortunately not all our residents and dinner guests will have use of the room and we would like to apologise in advance)

When you arrive at the hotel please walk down the side road located on the right hand side of the car park to the side gated entrance to the garden. Please wash your hands and press the pager & wait for a member of staff to seat you

Please do use your tables pager if you ever need anything at all. If we have not come to see you within a couple of minutes, please do press the call button repeatedly the signal can sometimes be intermittent.

If you become unwell while you are here or start to show any of the symptoms of covid 19 you must stay where you are and alert a member of staff immediately

BUSTA HOUSE LUNCH & DINNER VISITOR GUIDELINE'S 'PIER' GARDEN/OUTSIDE

To make sure you are safe and to stop the Spread of COVID 19 we request that you read and follow the guidelines below when you visit Busta House.

Table booking's for lunch and dinner must be made in advance. for lunch please book at least 5 minutes before arrival & for dinner at least 30 minutes in advance. We will be taking advanced bookings so please do book further in advance if possible.

We no longer require pre-orders for lunch & Dinner.

Due to the ever-changing nature of the Shetland weather we will not be able to confirm bookings for the Garden until the morning of the day you would like to visit. However if we are not able to seat you in the garden due to the weather we will automatically allocate you an inside table.

If you would like to visit Busta House for Refreshments in the Garden this does not need to be booked in advance, but we request you call us from the carpark when you arrive.

All guests must observe social distancing & increased hand hygiene while visiting Busta House to stop the spread of the virus. To help with this we have implemented the following measures;

- Guest's Must wear face coverings at all times inside the hotel unless you are sat at your table
- One-way systems have been marked in tape and paint throughout the Garden and building
- 2m queuing lines have been marked around the garden and building
- There is a portable sink outside the side entrance, and we would ask everyone to wash their hands as they arrive
- There is also Hand sanitiser dispensers as you enter the hotel and there will also be hand sanitiser bottles on your tables please do use these.
- The side door to the Garden is now the main entrance so please queue here to pay or use the toilet
- Please only enter the hotel to use the toilet or to pay (or in the case of any emergency)
- When you arrive, you will be given a pager for you table/group. This will give you an easy way to contact staff

When you arrive at the hotel we would ask you to please walk down the side road located on the right hand side of the car park to the side gated entrance to the garden. Please wash your hands and press the pager & and wait for a member of staff to seat you

Please do use your tables pager if you ever need anything at all. If we have not come out to see you within a couple of minutes, please do press the call button repeatedly the signal can sometimes be intermittent. (The pager signal does not stretch past the front lawn and slopes so if you are elsewhere in the garden please move to the lawn to use it)

If you become unwell while you are here or start to show any of the symptoms of covid 19 you must stay where you are and alert a member of staff immediately