

# FAIRMONT ST ANDREWS

Pre-arrival Guidelines



We look forward to welcoming you to Fairmont St Andrews, where the health and safety is our absolute priority for our guests and teams. We have introduced intensified hygiene and prevention measures to ensure your safety using the ALLSAFE label. This represents our new elevated cleanliness protocols and provides assurance that these standards have been met in our hotels worldwide.

From time to time we may have to adjust timings or close a venue, activity or experience at short notice due to colleague members being requested to self-isolate by track and trace. We would like to apologise in advance should this occur, and we encourage you to contact a member of our team should this impact your experience in any way.

Many thanks

Fairmont St Andrews Management Team

Download our app by searching 'Fairmont St Andrews' or scan the QR Code.  
Available on App Store and Google Play.



## GUEST ARRIVAL

- Online check-in will be available 48 hours in advance of arrival date.
- Check-in at the Front Desk is from 4:00pm.
- Guests can enter The Hotel from the front door or the south entrance.
- Valet parking will be unavailable for safety purposes, therefore should you wish to leave your luggage before parking, please do so at the main entrance. Our Lobby Ambassadors will be on hand to answer any questions or concerns. Porter assistance is available on request and to minimise entry into your guestroom, luggage will be taken to your door only.
- Please follow the signage around the Hotel – including keeping to the left when walking through corridors and adhering to the social distancing guidelines.
- Online check-out will be available on the morning of departure. Check-out is now 11:00am.
- We recommend downloading our Fairmont St Andrews app which will provide full information on all aspects of the resort.



## GUESTROOM

- All non-essential room collateral and amenities have been removed.
- Minibars will be stocked with a selection of drinks for purchase.
- We are servicing all guestrooms again, however should you wish not to be serviced please let one of our staff know. Our turndown service is going ahead as per normal for Suites, VIPs and Gold members and up. Also available on request.
- Guestroom keys will be fully sanitised after each use.

## PAYMENT

- Prepayment of accommodation is required for all reservations 72 hours in advance of arrival. A pre-authorisation of £50 per person per day will be requested to minimise check-in time. If you do not wish to leave a pre-authorisation, room charging facilities will not be available in dining and bar venues, including golf, however payment by card is accepted.
- Cash payment will not be available throughout the resort including golf.



## FOOD & BEVERAGE

Menus can be viewed using QR codes scanned at the respective venue within the resort, however we strongly recommend downloading the Fairmont St Andrews App.

### The Squire

**Breakfast:** A buffet style full Scottish breakfast will be available from 7:00am to 11:30am (Mon-Sun). Reservations are essential.

### The Atrium Lounge

**Afternoon Tea:** Afternoon tea in The Atrium Lounge will be available from 1:00pm to 4:00pm. Reservations are essential.

### The Atrium Summer Terrace

With winter upon us, our cocktail terraces are now closed for the season. We hope that you enjoyed summer in these outdoor areas and we look forward to welcoming you back for alfresco drinks in the spring.

### La Cucina

Enjoy a Mediterranean style meal every evening from 5:30pm until 11:00pm (last seating at 10:00pm).

### Kittocks Den

- **Coffee Shop Menu:** Served from 10:00am to 5:00pm.
- **All Day Dining:** Available from 12:00 noon to 10:00pm.
- Reservations are recommended.

### St Andrews Bar & Grill

- Currently closed for dinner service.
- Golfer's breakfast will be available Saturday & Sunday from 08:30am to 5:00pm.
- Lunch service from 12 noon until 5:00pm.

### Cocktail Terrace

With winter upon us, our cocktail terraces are now closed for the season. We hope that you enjoyed summer in these outdoor areas and we look forward to welcoming you back for alfresco drinks in the spring.

### Room Service (In Room Dining)

Hours of Operation:

12:00 noon to 10:00pm for In-Room Dining food service from the All-Day Dining Menu

12:00 noon to 10:00pm for In-Room Dining drinks service\*

\*We kindly advise guests that all alcoholic beverages ordered from the In-Room Dining menu be consumed within the guestroom and cannot be taken to any other area within the resort.



## RESORT ACTIVITIES

### Spa

Our Spa is open with a limited treatment menu available to hotel residents and spa members Monday to Sunday, and non-residents Monday to Friday. During school holidays and special events, we recommend to pre-book a swim time should you wish to use the pool.

Open from 7am – 7pm (final treatment time at 5pm).

The sauna and steam room are open, as well as the Jacuzzi; however, we kindly ask guests to adhere to social distancing, and vacate the Jacuzzi after the bubble cycle so the cleaning cycle can commence.

### Golf

- Tee times available from 08:00 – 16:30 daily, advance booking required (online recommended)
- Driving range is available from 08:00 – 16:30 daily.
- Trolleys are available for hire and sanitised before and after each use.
- Golf carts are available.
- Golf lessons are available, advance booking essential, contact Reservations.
- A one-way system is in operation in the Pro Shop with a limited number of people in shop.
  - Guests must sanitise hands before entering
  - Clothing cannot be tried on prior to purchasing
- Toilet facilities are open; however, locker rooms remain closed.

### Activities

A range of activities can be arranged during your stay such as:

- **Golf:** Lessons can be booked in advance of your stay for both adults and children; experienced and novice (charges apply)! The Driving Range will be available @ £5 per bucket of balls. *Balls will fully be sanitised after each use.*
- **Scavenger Hunt:** Join our Hunt and discover things about the resort whilst getting some fresh air!
- **Fife Coastal Path:** Guided walks will be available, accompanied by Neil Dobson, one of our local Marine Archaeologists. *Charges may apply.*

*Organised activities will be limited to one household per booking and subject to availability.*

### Kids Room

The kids' room is open for use.

