

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 verified by Bureau Veritas. This represents our new elevated cleanliness protocols and provides assurance that these standards have been met in our hotels worldwide. The following measures have also been put in place:

Download our new app from app stores by searching 'Fairmont St Andrews' or scan the QR Code.



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 and porter assistance 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.
- 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 – further details to follow on how to download.



GUESTROOM

- Guestrooms will be vacant for 24 hours between each stay.
- All non-essential room collateral and amenities have been removed.
- Bottled water is available on request.
- Minibars will not be stocked however a selection of drinks are available to purchase prior to arrival.
- Guestrooms may be serviced throughout your stay **upon request only** to minimise the entry into your bedroom. Our turndown service is currently unavailable.
- 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, or by downloading the Fairmont St Andrews App.

The Squire

- **Breakfast:** An à la carte continental and full Scottish breakfast will be available from 7:00am to 11:00am. Reservations are essential.
- **Dinner** - Online ordering available via the App
St Andrews Bar & Grill @ The Squire and **La Cucina @ The Squire** will be available from 5:00pm to 10:00pm (last orders at 9:45pm). The combined menu offers a wide variety of locally sourced Scottish seafood and Jospser grilled steaks, in addition to a selection of Italian classics.

The Atrium Lounge

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

La Cucina

Reopening date to be confirmed.

St Andrews Bar & Grill / The Clubhouse

Golfer's breakfast will be available from 08:00am to 10:00am.

Cocktails and Snacks on The Terrace and Yurt available from 12.00pm to 9:00pm.

Kittocks Den & Zephyr Sports Bar - Online ordering available via the App Beverages will be served throughout the day and evening. Kittocks Café will be available for pastries, cakes and biscuits sitting in or takeaway.

Lunch: Available from 12:00 noon to 5:00pm. Reservations are not required.

The Links Moët & Chandon Champagne Bar

Located at the grand entrance of the hotel, guests can enjoy an al fresco beverage experience in collaboration with Moët & Chandon, inclusive of a two hole putting green.

Room Service

Pizza delivery will be available throughout the day.



RESORT ACTIVITIES

Spa Promotion

Fairmont Afternoon Tea for Two
Manicure or Pedicure (per person)
(available to residents and non-residents)

£120.00 per couple

Spa

Open from 10am – 6pm (final treatment time at 5pm)
Spa Treatment menu available to hotel residents only.
Our pool and gym will remain closed until further notice.

Golf

- Tee times available from 08:00 - 17:00 daily, advance booking required (online recommended)
- Anything that requires contact has been removed from the golf course.
- Trolleys are available for hire and sanitised before and after each use.
- Golf carts are available.
- No golf lessons being offered at this time
- 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 will be available over the Summer such as:

- **Meet the Bees:** Guests are invited to enjoy a private talk with one of our onsite Beekeepers. Guests will have the opportunity to learn about our Bees, their habitat and explore their hives, with Bee suits provided. *Bee suits will be laundered between use.*
- **Golf:** Lessons will be available for both adults and children; experienced and novice! The Driving Range will be available @ £5 per bucket of balls. *Balls will fully sanitised after each use.*
- **Movies:** Movies will play in our Auditorium, please adhere to social distancing.
- **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 currently closed as per guidelines, we apologise for any inconvenience.

