



The White Tower  
of Taymouth Castle

“Your Ultimate  
Scottish Retreat”

## Our responses to COVID-19

Dear Guest,

We are closely monitoring developments and government advice.  
Our facilities are open.

### **Is it safe to use the Swim Spa at this time in light of Covid-19 Pandemic?**

Here's what The Pool Water Treatment Advisory Group (PWTAG) had to say:

“Water and the chlorine within swimming pools will help to kill the virus.”

“However, visitors to swimming pools are reminded to shower before using the pool, to shower on leaving the pool and to follow the necessary hygiene precautions when visiting public places to help reduce the risk of infection.”

“The World Health Organisation recommended chlorination level of 15mg.min/litre is sufficient to kill non-enveloped viruses such as poliovirus, rotavirus and coxsackievirus, and an enveloped virus such as Covid-19 would be inactivated at even lower levels.”

PWTAG is a not-for-profit group dedicated to raising pool water quality, consulted with Public Health England on swimming safety during the COVID-19 outbreak.

We would like to assure our guests that our water quality computer management system constantly monitors and adjusts chlorine and PH levels in our Spa to ensure safe and high-quality water at all times.

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and employees.

- Introducing enhanced cleaning protocols in all our spa facilities, with particular focus on high traffic and high contact areas.
- Any employee showing symptoms of Covid-19 will be advised to stay home.
- Increasing communications and reminders with our guests, partners and employees on important health and safety measures.

### **Social Distancing**

We are monitoring the capacity of the HotBox Spa at Taymouth Marina and following governmental authorities' recommendations to keep our guests at a safe distance.

### **Your Part**

If you experience symptoms such as fever, cough or difficulty breathing, please do not visit the spa as a precautionary measure.

With all of these measures in place, the HotBox Spa continues to offer you an exceptional relaxation experience that you can enjoy in these uncertain times.

Eric Strickland  
*Owner of The White Tower & Taymouth Marina*