

Covid 19 Secure Pre-arrival Guest Information

Highland Lodge Guests

Your safety and that of our staff are the key concern, followed closely by our attention to service, so your stay is as enjoyable as possible.

Please do check with everyone in your party before you leave home that no one is aware of experiencing Covid19 symptoms <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>. If someone is, in everyone's best interests, please stay at home. If a member of the party develop symptoms while staying at the lodge, please refer to this link for guidance <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers#people-staying-in-accommodation-that-have-symptoms-of-covid-19>. If anyone in your holiday party shows any symptoms of Covid-19 after you arrive, you should advise us and immediately depart to return to your primary residence, self-isolate and take a test. Regrettably you cannot self-isolate at the lodge if you are able to travel to your primary residence.

In the unlikely event you are unable to travel to your primary residence due to illness caused by Covid-19 you will be liable to pay for your accommodation at the applicable rate until your departure as we may have to cancel and refund future bookings in your accommodation at very short notice.

Attention to cleanliness and hygiene is central to our Covid19 security. There will be hand sanitiser station at the entrance to the lodge. We have prepared your accommodation in excess of recommendations set by The Association of Scottish Self Catering, for example, leaving the accommodation vacant a full 24 hours longer than

their minimum period. We have fully applied best practice in both cleaning and disinfecting your accommodation and our housekeeping teams are meticulous so you can be assured that the lodge is safe for your stay. For further details please follow the link <https://www.assc.co.uk/cleaning-protocols-for-self-catering-properties-in-the-context-of-covid-1/>

We have prepared some guidance on special arrangements relating to Covid19 that the estate has put in place this season, to help you prepare for your stay and feel comfortable and informed when you get here

1. What to bring with you?

- Please do bring your own sanitising products such as hand gel and disinfecting wipes. We do strongly urge you not to dispose of wipes in our drains as they are the most common cause of blockages.
- The welcome pack, normally a booklet in the lodge, will this year be a digital file you can download from our website on XXXXX. If you would like a paper copy, please download and print it before you leave home.

2. How do I gain access to the lodge?

- All lodges are fitted with key safes and you will be advised of the code by e mail before arrival

3. Things to do before departing.

Our housekeepers are going to be highly challenged this season with the additional workload to ensure guests' accommodation is presented in a clean

and safe condition. On their behalf, we would be most grateful if you could ensure the lodge is left with:

- All indicated windows left partially open
- All refuse bagged, removed from the lodge and disposed of in the wheelie bins
- Beds stripped of sheets, pillow cases, duvet covers, pillow protectors and mattress protectors and placed in the red laundry bags provided. These can be left in the bedrooms.
- All towels to be placed in the red laundry bags provided
- Fridge and cupboards cleared of all food

Finally, and we mean this most sincerely, please enjoy your holiday and relax!