

Covid 19 Secure Pre-arrival Guest Information

Woodland Lodge Guests

Your safety and that of our staff are the key concern this season, followed closely by our attention to service, so your stay is as rewarding and relaxing 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 park, 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 Blair Castle Caravan Park 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 stations at your lodge and at many key locations around the park. We have prepared your lodge 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.

Around the park, frequently used touch points will be disinfected hourly.

We have prepared some guidance on special arrangements relating to Covid19 that the park 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?

- a. Please do bring your own sanitising products such as hand gel and disinfecting wipes. You should also bring some waste disposal bags for use in the lodge so you can bag and dispose of your waste in conveniently located skips around the park, before departure. We do strongly urge you not to dispose of wipes in our drains as they are the most common cause of blockages.
- b. The welcome pack, normally a booklet in the lodge, will this year be a digital file you can download from our website on <https://blair-castle.co.uk/caravan-estate/caravan-park/lodges/>
- c. If you would like a paper copy, please download and print it before you leave home.

2. Where will I collect my arrival pack?

- a. Your pack will be available outside the reception building entrance, clearly sign posted. The pack will contain guidance on how to locate your lodge and other key information you will require to gain access.

3. What will be open on the park?

- a. Reception. Our reception will be open between the hours of 9am to 6pm for limited use. A maximum of 4 guests should be in the reception waiting area at any one time (**one family member per booking**) and when demand is in excess of that, an orderly queue should be established outside. Assistance or information can be sourced from reception during opening times by calling 01796 481263.
- b. Games Room. We are not permitted to open our games room at this time.
- c. Convenience Shop. Our small shop in reception will be closed for the time being. There are two convenience stores in the village of Blair Atholl within a few minutes' walk of the park.
- d. Laundry. The laundry will be open for use. Guidance on how to use the venue safely will be clearly shown at the entrance. Tokens can be purchased in advance at the time of booking or purchased at reception.
Please note, card payment only.
- e. Playground. The playground and equipment will be open for use. Parental attendance is essential to ensure children make use of the hand sanitiser equipment which is available on site, both before and after use.

4. Warden assistance.

- a. A warden can be contacted between the hours of 9am to 6pm through the main reception phone number, 01796 481263. Out of hours critical support from a warden can also be sourced through this number.

5. Things to do before departing.

- a. 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:
 - i. At least two windows partially open, one at each end of the lodge
 - ii. All refuse bagged and disposed of in the bin compound
 - iii. Beds stripped and laundry bagged in the clear bags left in the lodge
 - iv. Fridge cleared of all food
- b. Please leave your pod keys at reception, depositing them through the post box to the left of the main entrance doors.

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