

COVID-19 (Coronavirus) Policy & Procedures as @ July 2020

The health, safety & security of all our guests, employees, residents here at Rameldry Log Cabins and the local community is our highest priority. Please take a moment to take note of how we are providing a safe environment to welcome you and enjoy during your stay and those around us too.

PLEASE NOTE ALL COVID-19 (Coronavirus) POLICES ARE BASED ON CURRENT UK & SCOTTISH GOVERNMENT GUIDELINES AND ARE CONSTANTLY BEING REVIEWD BASED ON THE LATEST ADVICE. WE ASK THAT ALL GUESTS TAKE THE TIME TO READ THIS GUEST INFORMATION IN FULL PRIOR TO THEIR STAY

Here at Beech Lodge we have always operated to a high standard to ensure our accommodation & public spaces are clean and safe for our customers. Due to COVID-19 below are detailed the additions to ensure safety during the COVID-19 Pandemic and are based on the regulations and guides given by the Scottish Government.

Here at Beech Lodge & The Steadings we have taken and will continue to in respect of any future changes, the appropriate measures to reduce the risks from COVID-19 (Coronavirus) to our guests, employees, residents here at Rameldry Log Cabins and members of the local community.

This section of the Guest Information Booklet forms part of our risk assessment and outlines equipment and procedures that have been put into place to reduce the risk of infection & demonstrate that we offer an environment that is always safe for everyone.

IN SUMMARY THIS INCLUDES:

- A full cleaning protocol checklist for all indoor guest accommodation, hot tub and surrounding areas and communal areas is completed at each turnaround between each guest stay. This is signed and kept on file and can be requested to be seen or a PDF copy to be sent to guests should they require.
- Full PPE is worn by staff during all turnaround cleaning periods, consisting of mask, gloves (changed for each area as per government cleaning protocol stated above), disposable apron, full use of hand sanitizer before, during and after when gloves are changed.
- Hand sanitizing gel and handwash is in both the main kitchen/living area and the WC/shower room of Beech Lodge Log Cabin, we ask guests to use this consistently through out there stay in line with public guidelines by the Scottish Government.
- Implementing procedures and protocols to limit social contact where the 2metre (subject to change as per Scottish Government Guidelines) cannot be implemented.
- Contactless check in. Cabin will be unlocked, and the key will be hanging up inside. A check in tour by way of video will be sent by text or WhatsApp to all guests prior to

arrival to familiarize them with the cabin and various elements such as heating, emergency lighting, kitchen operations and hot tub use and maintenance as required throughout their stay.

- Contactless payment by phone or payment email link prior to arrival.
- Contactless registration for test, trace and protect, sent to guest in DocuSign format by email for electronic signature. On receipt will be kept in paper and electronic format for records.
- Contactless hot tub rule disclaimer form sent to guest in DocuSign format by email for electronic signature. On receipt will be kept in paper and electronic format for records.
- Contactless check out, guest will be instructed to leave key where it was on arrival, text owner on time of leaving and 2mtr social distance rule, subject to change by Scottish Government, farewell will be given.
- All staff when dealing with guests face to face will wear face masks and observe the social distance 2mtr rule, subject to change by Scottish Government.

The COVID-19 (Coronavirus) Pandemic has affected life as we have known it for all of us. We hope that your stay with us provides a much needed and enjoyable relaxing break. We aim to ensure that each guest enjoys their stay and always feels safe and secure considering this Pandemic.

We as owners and operators will do everything in our means as detailed above and beyond such to ensure all measures and protocols are being met and carried out. We would like to ask you our guests to adhere to the following before arrival and during your stay with us, this is not only to keep you and your party safe but to ensure the safety of everyone around you, our staff and future guests:

- Please follow the governments advice to avoid catching or spreading Coronavirus. This includes washing our hands regularly, covering your mouth and nose when coughing or sneezing, putting used tissue in the bin or toilet, avoiding close contact with people who are unwell.
- **If ANY guest has been in contact with anyone who has tested positive for COVID-19 (Coronavirus) within the last 14 days, we ask that you follow the appropriate advice and do not travel to stay with us and notify us immediately.**
- **If you or anyone in your party is experiencing flu-like symptoms or has a cough /cold/temperature or any of the symptoms relating to COVID-19 (Coronavirus) we ask that you follow the appropriate advice and do not travel to stay with us and notify us immediately.**

- If you develop symptoms that could be related to COVID19- (Coronavirus) whilst staying at our accommodation please inform us immediately, self-isolate in your accommodation and request a test immediately. If you are confirmed to have COVID-19 (Coronavirus) you will be asked to return home if possible and safe to do so. If you are unable to return home your circumstances will be discussed with a doctor, and of necessary the local authority. If you are advised to remain in your accommodation longer than booking, subsequently affecting future arrivals, you will be expected to pay for further accommodation costs, and this will be discussed as and when required.
- If you have ANY concerns about you stay with us, please just contact us and we will be happy to answer any queries.
- If you need to cancel your booking due to COVID-19 (Coronavirus) our standard cancellation policy applies, which states if you cancel your booking 7 days or less prior to arrival you will be liable for the full cost of the whole reservation you have booked. However, as a gesture of goodwill, we will obviously deal with each case to case basis. Where you wish to postpone your booking to a later date, we will hold any monies paid as a deposit against a future booking to be taken within 12 months of cancellation.
- Where the booking must be cancelled due to Government Lockdown, we will advise each guest individually by telephone and discuss if they would like to postpone and clarify all policies on such at the time of such an event.

All changes to guest check in / check out and other contact situations are detailed within the Guest Information booklet sent to each guest prior to arrival.

We thank you for taking the time to read these very important changes to policies and procedures. We must all remember they are there for the safety of us all and to ensure safe and happy stays here at Beech Lodge.



Committed to clean

Welcome! We're committed to Airbnb's enhanced cleaning protocol, which has been developed in partnership with experts in health and hospitality. Here's what we've done to clean and sanitise the space:



Approved products

We use disinfectants approved



Protective equipment

We wore protective equipment, like by global health agencies to help a mask and gloves, while cleaning prevent the spread of COVID-19



Cleaning supplies on hand



Thoroughly clean

We provide extra cleaning supplies, Each room has been cleaned so you can clean as you stay following extensive cleaning checklists



Every surface sanitised

All high-touch surfaces have been sanitised, such as doorknobs, cabinets and light switches

This space is cleaned and managed by KIRSTY DODDS

This cleaning summary is provided by your host. It's not a statement made by or on behalf of Airbnb. To learn more about the protocol, visit airbnb.com/cleaning





Valid 2020

COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

