

## **What we are doing to keep our guests and The Dower House team, safe**

**Know the symptoms of COVID-19. Do not ignore them.  
Seek medical advice.**

Changes and updated 15 April 2021

### **Checking-in and social distancing**

Specifying your time of arrival is important so that we can aim to stagger this with other guests to minimise contact. We will greet you outside the house on arrival, wearing a mask.

Our 'No outdoor shoes' policy remains and you will be offered sanitised slippers on arrival, should you require.

There is an expectation of our guests to maintain social distancing at all times. You will be required to wear face masks in the Dower House, the only exceptions are when you are in your room or eating in the dining room.

Our welcome afternoon teas will continue to be served in either the Dining room, Lounge or outside if weather permits.

### **Scotland Test and Protect**

This APP has been developed for our Covid times. Please download it, read the material and use it. It is designed to keep us all safe.

<https://protect.scot/>

### **Hygiene & Sanitising**

Hand sanitiser 'stations' will be available in various locations around the house, with the expectation that guests will use them each time they pass.

We will be undertaking more frequent cleaning using approved disinfectants using our standard Covid cleaning practices & hand sanitisers which meet the European standard of EN14476 and are proven to be effective against COVID-19.

We will pay particular attention to sanitise frequently touched areas in public spaces such as door handles, balustrades, hospitality bureau, and light switches. This will also be the case in bedrooms for radiator controls, towel rails and hair dryers, for example.

### **Food Service**

Breakfast (our original menu remains) will be served by the Dower House Team, at your chosen time and we will aim to stagger this with other guests to allow for social

distancing. There will be no self-service buffet, but these options will be available on your breakfast menu.

Dinner is still available, however, this is **on request only**, and there may be some changes to the menu. Packed lunches can also be ordered in advance.

### **Housekeeping**

Like other bed & breakfasts and small hotels, this is our home as well as our business; we can ensure that our small team maintains the high standards of cleanliness we have become known for.

COVID-19 has obviously reaffirmed that cleaning procedures and practices are paramount to keeping our team and guests safe and we are taking this very seriously by ensuring that we leave each of our rooms vacant for more than 24hrs between stays and only entering your room 24hrs after your departure.

**To uphold social distancing expectations, housekeeping will not enter your room during your stay and will only do so 24 hrs after your departure.**

Additional consumables (tea, coffee, milk etc...) are always available. Please contact us via mobile phone to request these (call or text), they will be left outside your door.

### **Bed linen**

We want you to have a safe, comfortable and great night's sleep. As part of thorough cleaning, all bed linen will be stored for 72 hours and then sent to a commercial laundry to be cleaned. All towels will be laundered on our premises with approved Covid disinfectant/sanitiser detergents at approved temperatures.

If you are staying for more than four nights, towels and bed linen are available on request, but the expectation is for you to change this. Again, please contact us via mobile phone (call or text).

### **Checking-out**

Check out remains before 10am. Check out with options for invoicing or e-payment systems are now available. The latest check out check list is in your bedroom folder.

A jar, on the bureau, downstairs is for your returned keys. These will be sanitised before being used by our next guests.

### **Personal Protective Equipment (PPE) for our teams**

We recognise the value of PPE equipment to keep our team and guests safe. Our team will be provided with hand sanitiser, disposable gloves, face masks and aprons.

Whilst there is no government guidance on the need to wear face masks in a hotel setting, all our teams have been provided with the option of wearing face masks.

### **Feeling unwell policy**

The safety and health of our guests and team members has always been incredibly important to us and everyone in our bed and breakfast should expect a safe, sanitised, clean and comfortable stay with us.

**If you have been unwell or have any of the COVID-19 symptoms, before you arrive then please do not travel.** Your stay will be refunded or can be transferred to another time when you are well to travel.

If you develop any of the COVID-19 symptoms while you are staying with us, then please notify us immediately by mobile (call or text). Take the precaution to call NHS 111 and talk to them about your symptoms.

- If NHS advise that you are well enough to travel, please go home and isolate. The rest of your stay with us will be refunded or transferred to another time.
- If NHS advise you to isolate where you are, you will be charged for the full time of your stay and other costs associated with your isolation stay.

**For more information on COVID-19 symptoms visit:**

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/#symptoms>

### **A note of thanks**

We thank you for staying with us and for choosing The Dower House. We ask you to please respect and work with us on our new way of working; as you will appreciate, it is a difficult time for the hospitality industry, but the aim is to keep all of use safe.

It is also a challenging time for our local community whose people have looked after one another and learned to really appreciated the friendly and caring environment of Newtonmore. Please respect our home and environment by adhering to social distancing and if enjoying the wider countryside understand and follow the outdoor access code which can be found here: <https://www.outdooraccess-scotland.scot/practical-guide-all>