

We are pleased to be able to welcome you and other guests to Rockpool House again and have you here to enjoy this special corner of Scotland. We also recognise that in doing so, it is important that we all play our part in protecting one another and mitigate the risk of spreading COVID-19. This means that we have had to make some changes to keep us all safe and that some elements of staying with us will be slightly different from normal. However, we will do our utmost to make your stay with us as best as we can whilst staying within the industry guidelines.

## GOOD TO GO



We have been certified under the Good to Go Industry Standard. We have undertaken a COVID-19 Risk Assessment, developed a COVID-19 Cleaning Protocol and changed the way we operate to meet this Industry Standard.

## PRIOR TO YOUR ARRIVAL

In the 48 hours prior to your arrival, we will ask you to confirm that no one in your party is suffering from a fever, a persistent cough or loss of sense of smell/taste. These are the main symptoms of coronavirus (COVID-19) and anyone suffering from any of these is required by Scottish Government regulations to self-isolate and stay at home.

We ask that you bring your own face coverings and that you wear them in enclosed spaces where physical distancing is more difficult and where there is a risk of close contact with multiple people who are not members of your household. You should also note that by law, people in Scotland must wear a face covering in shops, on public transport and in public transport premises such as railway and bus stations and airports. This also includes traveling on the Corran Ferry.

To comply with the Good to Go Industry Standard, we have removed the guest information folder from the apartment. Instead, we will email it to you and ask that you bring your own copy with you.

## CHECK-IN AND CHECK-OUT

In order to provide us with the additional time needed to fully clean, disinfect and air the whole apartment, in accordance with our Cleaning Protocol, the arrival time for new guests has been changed from 4pm to 5pm and checkout time is now one hour earlier at 9am.

We would normally greet you on arrival and show you around the apartment, but this is not currently possible, so we ask that you go directly into the apartment and make yourselves at home. If you have any queries upon arrival, then please call us on either 01967 431 335 or 07585 910 058. If we do not hear from you, we will endeavour to check on you within 48 hours of your arrival to make sure everything is as it should be.

On check-out, please ensure that you vacate the apartment by the earlier departure time of 9am, leaving it unlocked and the key hanging on the coat hook by the entrance door.

## DURING YOUR STAY

We have located a hand sanitiser dispenser at the entrance to the apartment and ask that you use it to sanitise your hands each time you enter. We would also recommend that you use it before leaving the apartment as well.

As hygiene is the key to controlling the virus, we ask you to keep all hard surfaces clean by using the cleaning products, anti-viral wipes and disposable gloves provided. Additionally, we ask that you keep the apartment well ventilated, but please avoid having the Velux windows open too wide during wet weather, as rain can get in and damage the walls.

To minimise the number of items and surfaces to be kept clean, we have removed all jigsaws, games, DVDs, books, magazines, maps and pamphlets from the apartment, but please feel free to bring your own with you.

We have also removed the ironing board, iron and various non-essential kitchenware. These will be made available to you upon request.

We would normally provide you with a welcome pack of homemade bread, cheese, butter, eggs and milk, but in following industry guidelines, this will not be possible. However, you will still receive a bottle of sparkling wine to enjoy upon arrival.

We will comply with social distancing rules at all times and wear a face covering during any interaction with you and ask that you do the same. If we need to attend to anything in the apartment for you during your stay, then we will ask that you vacate the premises for the required time.

## PRIOR TO YOUR DEPARTURE

We ask that you place all non-recyclable waste in the plastic bags provided, tie them shut and place them in the waste bin at the back of the apartment. Recyclable waste should be placed in the blue recycling bin and bottles/glass in the green bin.

We ask that you strip the bed, leaving the duvet, mattress protector, mattress topper and pillows on the bed and place the other bedding in the laundry bag provided. All towels, tea towels, cloths and oven gloves should also be placed in the laundry bag. This bag should then be tied shut and left in the apartment.

## HAVING COVID-19 SYMPTOMS

If you arrive with or develop coronavirus (COVID-19) during your stay, you should let us know immediately and also book a test through NHS Inform at <https://www.nhsinform.scot/>. If you can't get online, then you can contact NHS Inform by phoning 0800 028 2816.

Once you have done this, you should travel home safely, avoiding the use of public transport, to isolate for the required period noting that people with symptoms are required to self-isolate for at least 7 days, and everyone in their household should isolate for 14 days.

In the event that you cannot travel home safely, you should discuss this with the NHS Test and Protect team. If you need help to isolate and cannot arrange it yourself or through friends and family then you should call the National Assistance Helpline on 0800 111 4000.

# COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

**Rockpool House**



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.

