



Keeping Safe: Our COVID-19 policy

We have taken every precaution to ensure your stay with us is as safe and comfortable as possible.

While you are here, we would ask that you take sensible precautions to keep yourself and our communities safe.

Before you arrive

We will have thoroughly cleaned your apartment, using all the relevant guidelines. More details on the full cleaning procedures are listed at the end of this note.

You will find a cleaning checklist which has been completed, signed and dated by the person who cleaned your apartment.

Arrival at your apartment

When you enter the property, please use the hand sanitiser at the entrance. Please wear a mask in the hallway until you reach your apartment.

You will find hand sanitiser in your apartment and cleaning products in the shower room and kitchen area. These are for your use during your stay. You will find soap in the bathroom and kitchen and we would urge you to wash your hands regularly.

During your stay

What we can leave in the apartment for your use is limited by the current regulations. We're sorry we can't be more hospitable, but we have done our best to make your stay as comfortable as possible in the circumstances. We have provided sachets of tea, coffee, sugar, salt, sauces and packets of biscuits which we are allowed to do, within the guidelines. Any unused sachets/packets are quarantined between visits.

You will find toiletries in the shower room which you are welcome to use.

When you leave

Please follow the guidance regarding bins and dispose of your rubbish appropriately.

We have left a laundry bag in the bedside cabinet and would ask you to strip the bed when you leave and put the used laundry, including towels, into the laundry bag. Thanks for your assistance with this as it helps keep our staff safe.

Keeping our communities safe

The Highlands has always been known for its warm welcome. This welcome remains, particularly in Beaulieu. But in some of our communities people are nervous about opening up to visitors, so please stick to the rules indicated in different places when you are out and about.

More...

To keep everyone safe we would ask that you follow the current Government guidelines:

- wash your hands frequently
- maintain social distancing of 2m when you are out and about, and
- wear a mask in shops and other indoor public spaces

COVID-19 symptoms

Please do not travel if you have any symptoms. During your stay if you develop COVID-19 symptoms please let us know by email or phone.

You should also inform NHS Scotland's Test & Protect service by calling 0800 028 2816 and if a guest fails to do so, we will contact them on their behalf.

If you develop symptoms, you will be required to return home to self-isolate.

We want you to enjoy your stay with us and be healthy whilst you are here. We will do everything we can to make your stay as safe and enjoyable as possible. In return we ask you to respect our local community, as well as other guests, by following the government guidance.

Cleaning Procedure

All surfaces are cleaned with appropriate cleaning products and tools to kill any virus or bacteria. This includes:

- Windows
- All tables, chairs and furniture, including soft furnishings
- All kitchen surfaces, appliances and crockery
- Floors
- All light switches, door handles, keys and key safes

The mattress, duvet and pillows are sprayed with suitable disinfectant spray and covered with protectors which are replaced after each stay.

Bed linen and towels, including mattress and pillow protectors, are washed at 60 degrees to kill any virus or bacteria.

We open the windows when cleaning the property between stays to allow the property to fully air.