

## **The Old Croft House - Covid 19 Policy Document (V1 - 15-07-2020)**

Following advice from the Scottish Government with regard to Covid 19 and preparing self catering cottages for guests we have taken guidance from the ASSC and our caretaker has undergone the recommended Covid-19 Cleaning Protocol Certified Training with regards to cleaning the cottage to ensure we are 'Covid Ready' for welcoming guests back on 15<sup>th</sup> July 2020.

Here is the pdf document FYI <https://www.assc.co.uk/wp-content/uploads/2020/07/Cleaning-Protocols-for-Self-Catering-Properties-and-Short-Term-Lets-V4-1.pdf>

Following this guidance we will be carrying out a cleaning checklist and risk assessment on each hand over day. Here is a link to FAQ about the cleaning protocol: [FAQ V6 170720 for V4 Cleaning Protocols](#)

We also have a Good to Go Standard certificate. The Good to Go standard initiative is a self-certification scheme developed by VisitEngland in partnership with VisitScotland, VisitWales and Tourism Northern Ireland. It is directly linked to national and sector specific public health and safety guidelines and aims to give confidence to businesses, visitors and communities of high standards of compliance and hygiene in tourism establishments. It will operate through an online portal, backed up by process checks and supported by a call-centre facility to answer more detailed questions from businesses.

We also need to ensure our visitors are healthy and without symptoms or risk of developing symptoms before they travel to the cottage. To this end we will be checking in with everyone prior to their arrival and will be asking in advance that they contact us if:

They or anyone in their household or within their contact has been showing any Covid19 symptoms in the last 14 days.

They have been in contact with anyone in the last 14 days who they know to have developed Covid19.

If the answer to any of these questions is yes please contact us immediately. Any Covid19 related cancellations will be refunded in full.

If you develop Covid-19 symptoms while on holiday in Scotland, please self-isolate in your accommodation and follow the advice from the [Scottish Government](#)

Find more information here: <https://www.visitscotland.com/about/practical-information/covid-19-recovery-phases/>

Please contact us immediately (Alison Phillips - 07946 616376) as we can signpost you to the nearest medical help and testing facility. [FAQ Suspected Covid-19 on Premises](#)

### **COVID-19 symptoms are:**

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

If you feel unwell and experience any COVID-19 symptoms you must:

- Stay indoors and self-isolate
- Arrange a test using your holiday address

Do not ignore your symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

**How do I book a test?** Online: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or Call: 119 & quote the holiday cottage address which is: The Old Croft House, 8 Aird, Ardvasar, Isle of Skye IV45 8RN

Also the NHS poster: <https://www.assc.co.uk/wp-content/uploads/2020/07/NHS-Poster.pdf>

Finally – if any of your party develop Covid19 symptoms during the 14 days following your visit, please also notify us immediately.

## The Old Croft House – We're Good to Go

What we've done to ensure we are 'Covid Ready'

1. Cleaning protocol course – our caretaker did the ASSC approved online course in June 2020.
2. Carried out all measures recommended in cleaning protocol to prepare the cottage for visitors.
3. This included the following:  
Remove all books and leaflets and games and store  
Remove all foodstuffs from cottage  
Reduce kitchen crockery and utensils to ensure all can be cleaned thoroughly in very hot water by Tracey to the standards required by the Covid19 Cleaning protocol at each handover between guests.
4. Carry out a full clean as recommended by the Covid19 cleaning protocol at each handover day between guests.
5. Changed our in and out times from 4pm & 10am to 5pm & 9am. This will allow for more time for the additional cleaning required.
6. Applied for & received confirmation of 'Good to Go' accreditation from VisitBritain.com
7. Displayed our Covid 19 policy documents and 'We're Good to Go' logo on our website
8. Sent out information to all future guests before their stay to ensure they know what we have done, how we need them to conduct themselves and how to stay safe during their stay.
9. Carried out a full risk assessment relevant to our sector to ensure relevant Covid19 safety measures are in place.
10. Carried out a cleaning checklist to ensure the cottage is Covid Ready.
11. Check in with all guests before during and after their stays to ensure everyone is well and no-one has developed Covid 19 symptoms.
12. Check-in with our caretaker on a weekly basis to ensure she is well and has not developed any Covid 19 symptoms.
13. Keep abreast of national and local information regarding Covid19 on a weekly basis.
14. Update our website as required with information on Covid19 as appropriate.



## VISITING SCOTLAND - WHAT EVERYONE NEEDS TO KNOW

Guidance from the Scottish Government is different to that in England, Wales and Northern Ireland, so please read the information below to ensure you know what it is:

### PHYSICAL DISTANCING

- Keep a distance of 2 metres from anyone outside of your household (or your travel group) at all times.
- The only exception is where a business has been allowed to reopen with a 1 metre distance between groups of people, but there should be additional safety measures in place.
- If you go somewhere outdoors and it is too crowded to remain at a distance of 2 metres, please consider leaving and finding somewhere else to go.
- Children aged 11 and younger do not need to physically distance indoors.

### FACE COVERINGS

- [Face coverings](#) are mandatory on public transport and in retail shops.
- It's also recommended you wear your face covering anywhere indoors that is difficult to maintain the recommended physical distance.
- There are exceptions for some health conditions and for children under 5.

### CHECK BEFORE YOU GO

- Always check directly with a business before visiting - dates below are when a sector is allowed to reopen, but some businesses may need a little longer to prepare.
- They will also be able to tell you if you need to book in advance, and what safety measures they have will be operating when you visit. Look out for the [Good to Go scheme logo](#), which shows which businesses have carried out a Covid-19 risk assessment.

### EXPLORING THE OUTDOORS

- The Scottish Outdoor Access Code applies all year-round and offers some great tips and advice so that you can enjoy these spaces safely, and give staff the time and space they need to look after them properly.
- Find out more [advice on exploring the countryside of Scotland](#) just now. <https://www.visitscotland.com/see-do/active/outdoor-access-covid-19/>

### PLAN A HOLIDAY WITH ALL THE INFORMATION

- We've got a handy [download to guide you on how to enjoy Scotland responsibly](#) over the new few months - check out our helpful reminders to protect yourself and others, and plan ahead.
- As we start to venture out again, here are five easy ways you can support Scotland's fantastic tourism industry with our [take five for tourism PDF](#).

### MEETING UP WITH OTHERS

- You can meet up with four other households outdoors, with a maximum of 15 people.
- You can meet up with two other households indoors, with a maximum of 8 people. This can include overnight stays.
- You can meet up to four households per day, though this does not apply to anyone under 18