



## COVID-19 GUIDANCE

If you are travelling to Scotland from the rest of the UK or farther afield please read the Covid-19 Guidance & Advice for Holidays in Scotland from VisitScotland.

Safety is our priority here at Brucefield Estate and we have put in place a series of preventative measures to ensure you can still enjoy your stay with us during these times.

We are a **Good to Go certified organisation**.

We are a member of the Association of Scotland's Self-Caterers (ASSC) who have produced, in partnership with other UK organizations, a strict cleaning protocol for the self-catering sector in the context of Covid-19.

Working to the ASSC's standards we have prepared the following procedures to ensure we provide a safe environment for your stay with us:

- COVID-19 Risk Assessment
- COVID-19 Cleaning Checklist

### **Before you arrive**

- We recommend you undertake a Covid-19 lateral flow test before you arrive.

If you or any member of your household have had Covid-19 within 14 days of your arrival date, suspect you may have it, or show any of its symptoms we ask that you consider whether your trip is possible. Our standard T&Cs apply (see Clauses 27 to 30) which describe that:

- If you are unable to come due to Covid-19 we cannot offer a refund but you may rebook your trip to another date subject to our availability.

### **During your stay**

For your safety and comfort:

1. We have put additional measures in place to help protect our guests and our staff.
2. Due to deep cleaning required, we cannot offer an early check in or a late check out at this time and we therefore request that guests leave sharp at 10am to allow our housekeepers access.
3. We won't be able to show you around the accommodation as we usually do but we will send you an online link to all our guest information including all instructions for operating all appliances, ahead of your stay by email. We are available to meet you outside your accommodation or by phone to answer any questions.
4. We usually provide a midweek housekeeping service if your booking is a minimum of 7 days however this is on-hold currently.
5. If you have any issues during your stay including maintenance, we will of course address these. We will have to ask you to step out of the accommodation while we investigate.

If you or any of your party become ill with any of the symptoms of Covid-19 during your stay with us, please let us know immediately and travel home if you can do safely. We wish you well and we look forward to welcoming you back to Brucefield Estate.

In accordance with our T&C Clause 29, if you are required in accordance with guidelines imposed by the Scottish Government to self-isolate at the property you will be responsible for the cost of any additional nights out with your booked period. Please ensure you have travel insurance to cover this eventuality.

We know that staying safe from COVID-19 can be a big worry ahead of staying with us, and we also know that you might have questions or concerns over safety. The team at Brucefield are always happy to answer any questions that you might have - no matter how big or small so don't hesitate to **get in contact** with our friendly team.