**THE ANGLERS’ RETREAT GUESTHOUSE – COVID 19 SPECIFIC**

**TERMS AND CONDITIONS – EFFECTIVE FROM 26 APR 21**

**Overview**

1. If ScotGov policy continues to allow guesthouses to operate and guests with pre-arranged bookings can secure passage with Calmac/Loganair we will honour existing bookings made earlier in the year. This is obviously subject to change at short notice and guests should be prepared for last minute cancellation by us, or vice versa. If we are forced to close due to covid contamination we will seek local council guidance and inevitably close will close for at least 2 weeks to allow for decontamination.

2. We are forced to abide by the guidelines laid down by the local council therefore guests should not expect the usual level of intimate service they have come to expect from the Anglers’ Retreat, but we will try to ensure your stay is as comfortable and safe as possible.

3. For our own safety Fiona and I expect guests to also play their part by not coming if they have been anywhere near known covid cases or are showing symptoms. We will provide some hand sanitiser, but we strongly recommend you bring your own along with face masks as stocks are limited on the island. It is vitally important that you protect yourselves during your journey here and during your stay you abide by the rules laid down by the Scottish Government which currently include the mandatory wearing of face masks on public transport and in shops. The specific detail of how we will run the Anglers’ Retreat during this period are as follows:

**The ECO POD**

4. The Pod will be deep cleaned before each guest and available on a self-catering basis only. We will not enter the pod during your stay. CDs and magazines will be removed. Guests will be required to put their own rubbish in the black bin and strip the bed and place all bedding and towels in a supplied washbag at the end of the stay. Access to the house will be possible, but only to use the internet for short periods and guests are not to mingle with house residents. We will provide a basic welcome pack of essentials just in case you arrive late.

**House Guests**

5. We would prefer guests to use the Pod and self- cater if it is available. We will only allow one guest per room unless they are a co-habiting couple. We will not enter your room after you arrive therefore there will be no daily service, guests will be required to bring any rubbish downstairs for collection. The downstairs toilet will not be in use, but the guest lounge/ TV is available; guests must abide by social distancing rules and use common sense. All communal risk areas, such as door handles, TV remotes will be disinfected at least twice a day. Magazines will be removed from the coffee table and the bookcase is not to be touched. The garage is out of bounds, but the drying room will be available via the side entrance.

**Meals**

6. We will operate our usual breakfast chitty system, but self-help cereal will not be available, it will instead be placed in a bowl for you. Dinner will be restricted to 2 courses, main and a desert. The maximum seating for meals will be 4 ideally in two ‘bubbles’ 2m apart. Guests’ orders will be plated and placed on the sideboard for guests to collect at the agreed time. At the end of the meal guests are requested to stack plates on the sideboard for collection. The table will be thoroughly cleaned after the meal.

**Payment**

7. Bills will be presented as normal. Cash may be left in an envelope at the end of the stay, but card payments will also be possible.

**Showing Symptoms**

8. Should any guest begin to show covid symptoms during their stay we will be forced to follow protocol and insist on self- isolation for 7 days, if they are guests in the pod (where they will stay) or 14 days for the whole group if in the house (along with us as a result). Should this happen guests will be required to extend their stay and pay the accommodation and food cost for extra duration. Scot Gov does not allow anyone to travel with Covid signs and symptoms so you cannot travel. If possible Covid tests will be arranged locally, along with track and trace, and if results are back quickly enough the self- isolation period could be reduced. If we get any such cases, we will cancel all following bookings for at least a 2-week period.

**Covid Jabs**

9. For our own protection and that of the local population we insist that anyone staying at The Anglers’ Retreat have a Covid Jab and we will ask for confirmation just prior to arrival. This policy comes into effect from Mid-May by which time most over 40’s should have been offered the jab. Even if guests have had the jab covid restrictions such as face masks, physical separation and hand washing will still be in effect until all restrictions are lifted.

**Conclusion**

10. We really appreciate you sticking by us and following through on your bookings and we hope to still be able to give you a great holiday, albeit not quite to our usual standard. The local community remains suspicious about tourists arriving on the islands, and not all the usual facilities will be open, please be sensitive to this and follow the rules.