

WILDWOOD LOG CABIN

IMPORTANT INFORMATION REGARDING COVID-19

Prior to your stay –

Guests that have experienced symptoms (see below) prior to their arrival or that have been contacted through the various UK Government Track and Trace or Test and Protect systems, should not travel to the property.

The main symptoms of coronavirus (COVID-19) are:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Please note that if you are coming from an area of the UK / Europe that is currently in lockdown the booking will not be accepted.

As you are holidaying in Scotland we would ask that you visit the Scottish Government website (link below) and make yourself aware of the current Covid 19 guidelines. Please note that throughout the UK the guidelines do differ, and we would ask that you please adhere to the guidelines during your stay.

<https://www.gov.scot/coronavirus-covid-19/>

Developing symptoms during your stay -

During your stay if you do develop covid-19 symptoms, please inform either your booking agent and/or the owner of the property immediately and self-isolate to minimise any risk of transmission, and then book a test through NHS Inform (link below) or if you cannot get online, by phoning 0800 028 2816.

<https://www.nhsinform.scot/>

In accordance with Test and Protect, people with symptoms are required to self-isolate for at least 7 days, and everyone in their household should isolate for 14 days. If the test is negative, everyone can end isolation. If the test is positive, everyone should continue to isolate, and the NHS Test and Protect team will be in touch to start contact tracing. Those contacted through the Test and Protect programme will be required to self-isolate for at least 14 days.

If guests who are isolating can travel home safely to isolate, avoiding the use of public transport, they should do this.

In the event that this is not possible, the guest should discuss this with the NHS Test and Protect team. The guest may be signposted to the National Assistance Helpline on 0800 111 4000 if they need help to isolate and cannot arrange it themselves or through friends and family.

In some circumstances further discussion may be required with the local Health Protection Team and local authority to ensure that the person has suitable accommodation to isolate safely and effectively.

If for any reason making the journey home is not possible and you have to self-isolate in the property, you will be liable to cover the cost of any bookings that have to be cancelled as a result.

Developing symptoms after your stay -

If you develop or a member of your party develops symptoms within 14 days of your stay and a test confirms infection, please let us know immediately to allow the necessary measures to be taken.

On arrival, during and your departure –

Wildwood will be cleaned between each booking following the relevant protocols advised by the Scottish Government and the Association of Scotland's Self Caterers.

On Arrival – Time of arrival is now 5.30pm/1730hrs

- We ask guests to abide by the strict arrival time to allow our housekeepers to clean as per the protocols. Arrival earlier than the time on your arrival instructions will not be allowed. Please note that the time stated may be different from your original booking confirmation.
- Please remove **all shoes** prior to entering the house.

During your stay -

- At the present time we would be grateful if there were no additional guests invited to visit the property.
- Please do not take part in any mass gathering.
- As per our section on developing symptoms, please inform either your booking agent and/or the owners immediately.

- Sadly, to minimise touch and viral spread, some homely touches such as cushions, throws, games, etc, will be removed.
- Please note that where a selection of books, DVD's and CD's are on display these will not be included in the cleaning regime, and if one is removed, it should be wiped down before being used and before being put back on the shelf / in the drawer.
- Please wash hands regularly and use hand sanitizers. You will have to supply your own sanitizer.
- For visiting shops and using public transport in Scotland, it is compulsory that a face covering is worn.
- Please ensure that whilst out in the local community that social distance is adhered to.

Departure – Time of departure is now 9.30am/0930hrs

- On your departure day please leave by the time indicated on the arrival instructions, however if you do know that you will be departing earlier or perhaps shortening your holiday, please advise us as soon as possible. Please note that the time of leaving may be different from your original booking confirmation.
- Please could you strip all beds prior to leaving and bag along with all towels in the bags supplied.
- Please ensure that all rubbish is bagged and all bottles & glass are taken to the local recycling bottle bank. (Situated in the Car Park on the way into the village)
- Please do not leave any washing up. Please ensure that all crockery/glassware/pans/cutlery used, are washed at the highest temperature the dishwasher should be used where possible.
- Please do not leave any food stuff in cupboards/fridges etc. Including tea, coffee and sugar.
- Please ensure that the door is locked and the key is left in the secure key box.

We do appreciate you taking the time to read this information; our main concern is to keep everyone safe, not only to you as our guests, but also the housekeeper who looks after the property and the wider local community.