

COVID 19 - A guide for our guests

This is to provide our guests with a guide as to the changes to how we are operating Dullatur. While it is fantastic to welcome guests back to Dullatur, we are sure you will understand that we have been required to make certain changes, and this page outlines these. The adjustments we are making are for the protection of our guests and staff during the current COVID 19 pandemic, whilst ensuring Dullatur will still be a destination where you can relax and enjoy the wonderful surroundings. Should you have any questions then do not hesitate to contact us by email, text or telephone.

We will continue to update this page as matters progress.

Bookings

Our bookings will now be for a minimum of seven days, after which the house will be cleaned and disinfected before the next guests arrive.

Cleaning

We are following Visit Scotland's "Good to Go" scheme to provide our guests with the assurance that Dullatur is being kept to a high level of cleanliness.

Arrival time

Due to the more stringent cleaning requirements, and the additional time required to clean, we are moving our arrival time to **5pm**. Please do not arrive early as it is only fair on the people cleaning Dullatur that they have the time required to ensure it is ready for your arrival.

During your stay

Please:-

Ensure that the house is well ventilated during your stay.

Regularly clean frequently touched surfaces, such as light switches, door handles, TV and video remote controls, kitchen surfaces, and bathroom surfaces.

Clean your hands regularly using soap and hot water, or hand sanitiser.

Departure time

To enable our house cleaners the maximum amount of time to thoroughly clean, disinfect and air the house ready for the incoming guests, we ask that guests leave no later than **9am** on the day of departure.

Day of departure

Prior to departure, please ensure that:-

- All bed linen is stripped and towels are bagged and placed in the utility room ready for collection.
- A number of windows are opened to allow ventilation through the house.

Non essential items

Having spent a number of years providing all the creature comforts for our guests, we have been asked to remove all non-essential items for the time being. This includes (but not limited to) items such as DVDs, games, magazines, books, cushions and throws on beds. We ask for your understanding that Dullatur may not be quite the same for those who have visited previously (but the warmth of welcome and the wonderful countryside is!), but when we are allowed, all these will be returned to their place in the house.