

# COVID-19 Notice and Disclaimer to Guests

On March 11 2020, the World Health Organisation declared COVID-19 a global pandemic. The COVID-19 pandemic has had an unexpected and profound impact on all of our daily lives and our business. COVID-19 has changed a lot about the way we at Dullatur Self Catering do business and the ways in which we interact with guests.

While much uncertainty and apprehension around COVID-19 remains, we do know that COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. It may also spread by touching a surface or object that has the virus on it, then touching your mouth, nose, or eyes. Some evidence suggests the COVID-19 can live on certain surfaces for several days.

There is a risk that you could contract COVID-19 while staying at Dullatur.

At Dullatur Self Catering, we have implemented various preventive measures to reduce the risk of the spread of COVID-19 among our guests and homeowners. However, we do not guarantee or warrant against the risk of infection.

None of the information provided herein is intended as medical advice. This Notice and Disclaimer is intended as a guide to things we're doing to mitigate the risk of the spread of COVID-19, as well as some of the things we believe our guests can do to help.

## Here's what we're doing:

We have enhanced our cleaning procedures in the house, giving special attention to clean and disinfect frequently touched surfaces such as kitchen surfaces and food preparation areas, tables, taps, light switches, TV remotes, door handles, and bathroom surfaces. We will be following the guidance in VisitScotland's "Good to Go" scheme.

As we include bed linens and towels, in an effort to limit our staff's contact with bedding, we will make beds with fitted sheets, flat sheets, and pillow cases only. Extra pillows and blankets will be placed in the bedroom cupboards.

We have implemented a policy designed to limit physical interactions between hosts, guests, and visitors to our main house. To the fullest extent possible, your hosts are working remotely. Hosts working inside Dullatur and physically interacting with guests will adhere to specific general hygiene and social distancing requirements.

Hosts will wear masks and disposable gloves while inside of Dullatur, and while interacting with guests.

We have implemented a remote check-in process for Dullatur with key safe code entry. To further limit physical interactions, hosts will work with guests via phone to troubleshoot any maintenance or service requests. Hosts will enter Dullatur only if requested and absolutely necessary. Hosts will not enter Dullatur until all occupants have relocated to a separate, distant area within or outside of the house.

## **Here's what you can do:**

Staying healthy and mitigating the risk of contracting COVID-19 will require your help. Protect yourself and exercise social responsibility. Maintain at least two (2) metres social distancing from others when possible. Wear a mask, particularly in places like shops and public transport. Wash your hands using soap and water for at least twenty (20) seconds as frequently as possible. Carry hand sanitizer and use it frequently. During your stay, regularly clean and wipe down high-touch surfaces. Clean and wipe down personal items such as phones and wallets, and clean areas inside of your vehicles, such as steering wheels. Avoid contact with others who are sick. If you feel sick, isolate yourself from others and seek medical attention.

## **Thank you.**

Holidaying at Newtonmore this year will, no doubt, be different than ever before. We ask for your patience, understanding and flexibility as we all adapt to change in light of COVID-19. Despite the changes, and despite the uncertainties associated with COVID-19, Alan and Sandra remain committed to providing a memorable and enjoyable holiday for you and your family. Stay safe and have fun. Thank you for staying with us.