



# Coig na Shee B&B

## Pre-arrival information

October 2020 |

# Welcome

We are pleased to re-open and are looking forward to welcoming you at Coig na Shee B&B. In line with government guidelines, we have put many new measures into place to follow social distancing and enhanced cleaning measures. We are all having to adapt to a new way of life, but we want you to enjoy your stay with us in a safe, but also relaxed manner.

## Digital registration and prior to arrival

- Prior to arrival, can you please complete the Digital Registration Form in full that will be sent to you prior to arrival and must be with us before you arrive.
- Should you have any symptoms prior to travel, please do not make your visit. Please contact us to let us know of your situation.
- Please read the Guidelines and carry out the virus assessment prior to travel at: <https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>.

## Check-in/arrival and social distancing

- Arrival should be between 16.00 and 21.00 h. This is to ensure we have sufficient time to carry out the additional thorough cleaning and disinfecting that is required, prior to your arrival. Please contact us if you are unable to arrive before 21.00 h because of travel issues etc.
- Before entering Coig na Shee, please ring the outside bell and wait for us to attend to you.
- Use masks when entering the house until you get to your room. Please use the sanitizer every time you enter and exit the house (on entrance hall table) or make sure you use your own sanitiser.
- Please be mindful of the social distancing measures and do not congregate by the door if there are other guests waiting.

## Your room

- Your key will be left in your door.
- Your television remote control will be in a sealed bag. Please do not remove it from the bag.
- Guest information folders: a selection of brochures will be in your room for your use only.
- For your reassurance, all bedding has been washed in accordance with the guidelines.
- Due to guidelines, there will be no room servicing, apart from guests staying three nights or more.
- You can request extra supplies from us. Please let us know if you would like any extras such as tea, coffee, clean towels etc. Bin emptying, please tie bag and place bin outside your room door and we will empty and return it.
- Any supplies or queries, please call or text Marion (07548 202 506), Graeme (07801 294 074), or house 01540 670 109.
- If you feel unwell, have signs or symptoms of Covid-19, please call our house phone or mobile immediately, please do not leave your room.

## Breakfast

- Your breakfast menu will be in your room. Unfortunately, we are not allowed to offer a breakfast buffet. Apart from a full Scottish breakfast, we will offer a 'breakfast special' (see special board downstairs). Juices, fresh fruit, yogurt, toast, tea, coffee can be ordered in the morning. Please bring your completed breakfast menu downstairs and leave on the hall sideboard by 20.00 h.
- Breakfast will be served in the dining room from 08.00 – 09.00 h. We will ask guests to stagger their breakfast times, and tables will be socially distanced.

## Check-out

- Please leave bedroom/bathroom windows open to allow air to circulate.
- All towels and bed linen should be left.
- Please tie up bin bag if used.
- Please put your keys in the glass jar on the hall table.
- Any balance of your stay will be taken from the same card as the deposit, the day after departure.
- If you have any symptoms or signs of Covid-19 after you have left, please let us know immediately.