

## **INTERNAL RULES AND REGULATIONS**

Please read this document thoroughly before entering Dalgreine Guest House. Upon entering our establishment you are accepting our terms and conditions. COVID-19 – Revision of guesthouse services and rules to help protect you, our future guests, and us. These rules will be constantly reviewed.

What you can expect from us:

- Bedrooms will be left vacant for a minimum of 24 hours in between guests.
- We have implemented a new, more intensive and longer cleaning regime for our bedrooms and bathrooms, using approved chemicals and products.
- We have increased the frequency of cleaning our public areas and identified 'touch points' around the house.
- We will run a reduced daily housekeeping (emptying bins, replenishing hospitality trays and hoovering).
- We will change aprons/gloves/masks when handling used and fresh bed linen.
- We have removed a number of soft furnishings from our bedrooms.
- We will wear masks at all times when interacting with guests and maintain the current social distancing requirements
- We have hand sanitiser available in the main hallway.
- In case of emergencies, we are available 24hrs a day (we live on site and can be contacted through the service bell or via telephone – the number will be displayed in each bedroom)
- All food is prepared on site in our kitchens by us.
- The dining room will be set up to adhere to current social distancing regulations during breakfast. Guests wishing to bring take-a-ways to Dalgreine may use the dining room by prior arrangement.
- Check-in/out will be done within social distancing guidelines. Your card will be charged remotely after breakfast on day of check out. If you require an invoice it will be sent to you electronically.

What we expect from you:

- We expect all our guests to adhere to the Scottish social distancing regulations when in public areas and respect the concerns of other guests
- We expect you to use the hand sanitiser on entering Dalgreine and, before going into the dining room
- If you or anyone of your party are showing any symptoms of the Coronavirus (repetitive cough, fever, unusual tiredness, sore throat, loss of smell/taste) we would ask you or someone in your party to notify us immediately and remain isolated in your room until further instruction. All party members will be required to isolate with immediate effect.
- We strongly advise that you check in advance any locations or attractions you wish to visit for availability/regulations and access rules.
- Any guests that we deem as not adhering to the new guidelines that we have adopted at Dalgreine to prevent the spread of the virus will be asked to leave the premises immediately – you will be charged the full amount for your booking.