



Dalgreine Guest House
Bridge of Tilt
Blair Atholl
Perthshire
PH18 5SX

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:

- 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 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:

- If you feel unwell (with Covid-19 symptoms) before your holiday, please do not travel. Stay at home and ring us, we can re-arrange your stay with us or cancel your room, whichever you prefer. 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) while staying at Dalgreine we would ask you or someone in your party to notify us immediately and remain isolated in your room until further instruction – you should contact NHS101 and book a test straight away. Scot Gov has advised that those who are well enough to travel must return home and self-isolate there. Those unable to travel should seek further advice from the NHS Trace & Protect team.
- We expect all our guests to adhere to the Scottish social distancing regulations when in public areas and respect the concerns of other guests.
- To allow the Trace and Protect system to be activated, you are asked to provide us with an up to date telephone number and email address as part of our online registration process. These will be kept for 4 weeks as part of the Trace and Protect system and then filed as part of our accounting procedures.
- We expect you to use the hand sanitiser on entering Dalgreine and, before going into the dining room.
- 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.