

Our COVID Statement *Updated 02/03/22*

We would like to share with you some of the special measures we have put in place to allow you to book and stay with confidence.

We promise to:

- provide our usual warm welcome (even if it is behind a mask) but give close regard to present social distancing measures
- clean and sanitise thoroughly throughout the property with a specific focus on frequent touch points in communal areas, while respecting the personal space of your bedroom during your stay with us
- sanitise or wash our hands regularly and wear appropriate PPE when cleaning
- use lateral flow tests ourselves regularly
- do our very utmost to ensure we make your stay as comfortable and safe as possible

Although the situation is ever-changing, it is likely that the following precautions and practices to limit the spread of COVID will stay in place for some time so, while you are staying at Otterburn B&B, please:

- give us the earliest possible notice if, for reasons related to COVID, you are unable to stay with us
- cancel/postpone your booking if you find yourself suffering any COVID symptoms in the days leading up to your visit
- wear a mask in the public areas of the B&B (masks can be removed at the dining table) if requested in line with the current Scottish government regulations
- be prepared to pop on an extra layer of clothing in our dining room/guest lounge as we adhere to good ventilation practice
- help us keep everything as clean as possible for everyone by using sanitizer provided **on entry into the house and on entry into the dining room**
- wash your hands regularly using the soap provided in each guest room
- continue to be considerate and allow others their personal space around the property and also while out on the local community
- download [The Protect Scotland App](#) designed to help us protect each other and reduce the spread of COVID

- be aware that we are recording your contact details in line with the Scottish Government's Test and Protect
- let us know if there anything else you would like to see us doing to make you more comfortable during you stay.

Prior to arrival

We will share with guests the current Scottish government regulations as appropriate and thereby also highlight any differences which may exists between our country and others.

Cancellations as a result of COVID

- NO CHARGE AT ALL will be made if cancellation is due to government imposed COVID travel restrictions either in our area or the area from which you are travelling. Your deposit will be refunded or you can postpone your visit, using any existing payments towards a future stay.
- If you need to cancel because you or any member of your party has COVID-like symptoms, you can postpone your visit and use any existing payments towards this future stay.
- In either of the above two instances, if at all possible, we would like fair notice so that we may have a chance to re-let your room.
- We recommend that you take out appropriate travel insurance to cover the cost of your accommodation.

Guest bedrooms

To reduce the time we spend in your room and your own personal space, unless you request otherwise, for daily housekeeping we will:

- Empty bins
- Replenish hospitality trays
- Provide fresh towels if requested.

For stays of more than three nights, additional cleaning will be agreed in accordance with guests' wishes.

Test and Protect

Please note that, according with government guidelines, we will be capturing appropriate contact details to facilitate NHS Scotland Test & Protect which works by identifying who has the virus and who they have had close, recent contact with to break chains of infection and stop the spread.

Case of COVID at the B&B

The following is informed by the Scottish government guidelines at time of writing (March 2022).

In the event that one of our guests develops symptoms, **they should immediately book a test through NHS Inform** or, if they can't get online, by phoning 0800 028 2816.

The most common symptoms are new:

- continuous cough
- fever/high temperature (37.8C or greater)
- loss of, or change in, sense of smell or taste (anosmia)
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A new continuous cough is where you:

- have a new cough that's lasted for an hour
- have had 3 or more episodes of coughing in 24 hours
- are coughing more than usual

In Scotland, at time of writing, people with symptoms are required to self-isolate. Therefore, if the guest can travel home safely to isolate, avoiding the use of public transport, they should do this.

If this is not possible and if we are able to continue to offer the guest accommodation at the B&B, the guest will be expected to pay the costs of any extended stay. The guest may be signposted to the National Assistance Helpline on 0800 111 4000 if they need help to isolate and we are unfortunately unable to help with accommodation if we need their room for another booking.

Other guests will be informed of the situation. The latest government recommendation is that, if you are triple vaccinated, there is no need to isolate if you have been in close contact with a person who has had symptoms of COVID. If you have no symptoms and a negative lateral flow test over the advised number of days after contact took place, you can continue as normal.

On departure of a guest with COVID symptoms or a positive test result, their room will be left uninhabited for 24 hours, fully aired and sanitised before being occupied again. We will attempt to find any arriving guests, who have a booking for that room, alternative accommodation within the area. If this is not possible, or is unacceptable to the guest, then we will not charge for the night we cannot provide accommodation on. Our liability would not extend beyond this.

If any of our own family living at the B&B show symptoms of COVID they will self isolate and the rest of the family will test themselves using lateral flow tests for the advised number of days.

We will inform our guests of the situation and continue to run the B&B if we have enough staff to do so. If we have to close through lack of staff, we will attempt to find our guests alternative accommodation within the area. If this is not possible, or is unacceptable to the guest, then we will not charge for the nights we cannot provide accommodation on. Our liability would not extend beyond this.

Terms and Conditions

Despite all the special measures we are putting in place to protect our guests, our household and our community, it is still possible that one among these groups may come into contact with and/or contract a communicable disease, including COVID. The manager of Otterburn B&B is not responsible for any injuries or disease under such circumstances.