

COVID19 Extra Information

We have had to adapt our processes to adhere to the requirements. Please read the below information thoroughly and comply with the information provided. If you have any further questions please contact us directly on 01567 820 323 or info@lochtay-vacations.co.uk. The safety of our guests and staff is our highest priority but in a holiday park environment this is only achievable if everyone respects the guidelines. We ask for your co-operation and patience under these difficult circumstances.

If you or any of your party exhibit signs of COVID19 as described by Government, please **do not visit our site** and self-isolate in your own home as per government advice. Whilst on site please respect **social distancing measures** at all times and **wash or sanitize your hands regularly**. Please bring your own supply of hand sanitizer - you may purchase from the reception shop if you forget.

If you develop signs of Covid19 whilst on site, **you must inform reception** - you will be required to leave the park and return home asap. You will not be permitted to self-isolate in your holiday accommodation.

Arrival information:

Arrival times - To allow for more cleaning time guest arrival time is now strictly **16:30pm** or after for the rest of 2020. We cannot offer any "Early Arrivals" unfortunately. If you have paid for an early arrival, please call for a refund of this fee. **Please do not arrive prior to 4:30pm.**

Arrival information – Upon arrival collect your key from reception as usual. We have a que system in place and can only allow 'one' person in reception at a time. **Face masks MUST be worn** when entering reception as is legislation in Scotland. If you arrive after reception closes please collect your key from the 'Late Arrivals' office as signposted from reception.

The Main Reception is open to customers to **visit** 7 days a week from **9am to 5pm**. We would request that you phone us directly on 01567 820 323 or info@lochtay-vacations.co.uk between 9am and 5pm with any queries, issues or requests in the first instance to avoid calling at reception in person and thus helping to minimize traffic at this location. We can only allow one person at a time in the reception/shop area and face masks must be worn. Customers who attend will be asked to queue outside and maintain social distancing at all times.

We will only be accepting **contactless card payments** in the shop - you may also make bookings and payments over the phone for things like boat hire, instead of visiting reception. Please be aware we are not allowing car parking at reception for more than 2 cars at a time.

Bedding and Bed Linen – For 2020 only we have had to change our bedding and bed linen policies in line with Covid19. Wigwams, Domes Hideouts and Woodland Cabins - **No Bedding or Bed Linen will be provided.** For 2 bed to 5 bed Lodges/Houses **Bedding and Bed Linen will be provided** beds will be made up for arrival. If you are staying in a Lodge or House and would prefer to bring your own bedding and linen at this time, please contact us asap and minimum one week before arrival and we will not make the beds. If you have pre-ordered bedding at a cost, please call for a refund of this fee.

Towels and Towel hire – For 2020 only we cannot provide towels or offer towel hire. It is essential that guests bring Towels with them. Some properties have washing machines/dryers for laundry. We also have a laundry room onsite where washing/drying can be done for a small fee. If you have pre-ordered towels at a cost, please call for a refund.

Wood/Electric cards If you require extra wood or electric cards please do not visit the shop, instead, phone or email us before 4pm and we will deliver your ordered items to your property between 4-5pm. **Items will be left outside the property.**

Hot Tubs – For your own protection please do not share your hot tub with anyone other than those staying in your own property. On departure all hot tubs are drained, hygiene cleaned, and water replenished prior to each arrival. Hot Tubs must not be used on departure day. Guests should shower prior to entering the hot tub and follow the hygiene guides provided in hot tub properties.

Dogs are welcome onsite but **must be** kept on a lead at all times and please clean up after your dog using the bins provided.

Departure information:

Departure times - To allow for more cleaning time guests departure time is now **strictly 09:30 am** at the latest for the rest of 2020. We cannot offer any "Late Departures" unfortunately. If you have paid for a late departure, please call for a refund of this fee.

Departure information – When you leave your property please follow these five important steps which are in place to reduce the risk of infection to our housekeeping team.

- 1. Leave your accommodation key in the front door of your property please do not call at reception on departure.**
- 2. It is essential that you strip all bedding including mattress, pillow and duvet protectors and place in a tied clean refuse bag. This must then be left outside on the deck or outside front door.**
- 3. Remove any rubbish - please remove all rubbish and deposit at the bins located at top of main drive on your way out.**
- 4. If you have a dishwasher this must be filled with as many dishes, cutlery, pans etc as possible (fill with clean items if necessary) and left running on the hottest cycle before you leave.**
- 5. Please open all windows before you leave.**

By following the above you will be assisting our housekeeping team by helping to protect them against the virus, your co-operation is greatly appreciated.

Communal Areas - Guests must sanitize or wash hands thoroughly before entering and on departure from all the communal facilities.

Showers & Amenity Lodge - Open to DOME and STANDARD WIGWAM guests only - these areas are checked and cleaned regularly (you may be asked to temporarily vacate the premises to allow cleaning at certain times of the day). However, if you notice a problem in-between checks or supplies need to be restocked please let reception know **as soon as possible**. Please follow the Covid guidelines which are in place for all our communal facilities in order to protect you and your fellow guests as much as possible. We recommend that face masks should be worn in all communal areas - campers kitchen, campers lounge, shower/WC block, washing up room, guest's laundry and although hand sanitizing stations will be located in these areas, it is advisable for guests to also carry their own supply.

Campers Kitchen and Lounge facility – Open to DOME and STANDARD WIGWAM guests only
Please leave clean and tidy for other guests after use. Please do not remove logs from the lounge area wall display. Please ensure you remove any unwanted food items from the fridges at the end of your stay. Campers Kitchen is cleaned regularly if you notice a problem in-between checks please let reception know **as soon as possible**.

Visitors – Currently we cannot allow any visitors to properties from outside the site.

Loch Tay Highland Lodges reserve the right to cancel or amend any facilities or activities as advertised in the park without prior notice. Full terms and conditions can be viewed on our website. **We adhere to a strict No Smoking policy**

Guidelines relating to Covid19 may change as government announcements are made – for up to date information please refer to the website at www.lochtay-vacations.co.uk