

## **Harris Hotel Covid-19 Policy**

This policy has been created to ensure the safe operation of our business and to protect our team and our guests. The actions within it follow guidance from the Scottish Government, industry bodies, and our insurers.

The big changes as you would expect, will be in social distancing and improved cleaning processes in line with government and industry advice.

### **Reception and Bookings**

Pre-arrival information will continue to be gathered via phone or email as we do already. Billing will also be offered online with the option of physical bills where preferred. Check-in communication will be kept brief so all you have to do is sign a short registration and collect your key.

### **Cleaning and Housekeeping**

Whilst our housekeeping has always been of a very high standard, we have introduced new cleaning and sanitizing procedures. In conjunction with our cleaning product suppliers, we have sourced products which are proven to kill Covid-19 effectively to ensure a safe environment for both guests and hotel staff.

To limit the chances of contamination, we will no longer provide regular stay cleans for bedrooms. This can however be provided on request.

Public areas will be cleaned even more regularly than before, and this will specifically include high traffic “touch points” around the building. Hand sanitizing stations are in place at entrances and throughout the premises.

## **Restaurant**

Our restaurant is open with revised menus and systems in place. Tables have been organised to create more space and to allow for social distancing.

Team members will aim to adhere to the 1m social distance recommendations wherever possible.

Breakfast will continue to be offered in the restaurant however we also have a packed breakfast option. Bookings will be required for all service periods including breakfast to ensure we can manage capacity and social distancing safely. You can book prior to arrival, over the phone or when you get here. Bills can be settled via room charge or via contactless card payment.

## **Staff Health and Responsibilities**

All team members have a duty of care under Health & Safety legislation to ensure the health and safety of themselves, their colleagues, our guests, and our suppliers.

We have been working hard in consultation with them to ensure they have the correct training and equipment to allow a safe return to work. The key, as for everyone, is social distancing, cleaning, and regular hand washing/sanitizing. Those who can will be working from home and access to offices and other work areas limited where social distancing cannot be achieved. Shift patterns will be changed to minimise crossover with the next team members.

New risk assessments and operating procedures have been put in place for each area of the business. The team have been involved in creating these documents and training has been provided to all team members prior to their return to work.

Personal Protective Equipment (PPE) and signage is in place where appropriate.

We have also taken advice from Outer Hebrides Tourism and, with the safety of our guests and the community uppermost in our minds, added the following to our terms and conditions:

#### COVID symptoms during your stay

In the unlikely event that you or one of your party develop symptoms of COVID-19 and Government guidance or regulation prevents you from travelling home as planned, we will permit you to extend your stay for the period of isolation required by the Government at the same nightly rate as you were quoted in your original booking.

#### Cancellation on our part due to COVID

We may need to cancel your booking at short notice due to COVID-19 (e.g. for an outbreak on the island, return to lockdown, or the guests before you having to self-isolate). In such cases, our liability to you will be limited to returning all monies received by us for your booking (or moving your booking plus money paid to another suitable date).

Guidelines and restrictions are changing, sometimes daily, so please check the Scottish Government website and NHS Inform for all the current information about the Coronavirus, any related restrictions, what symptoms to be aware of and what to do in the event that you need to self-isolate.

<https://www.gov.scot/coronavirus-covid-19/>

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>