

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

This policy has been created to ensure the continuing 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.

### **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. 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

### **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. Risk assessments and operating procedures are in place and are continually reviewed for each area of the business. Personal Protective Equipment (PPE) and signage is in place where appropriate and of course the wearing of masks for staff and customers while moving around the premises is still mandatory in hospitality venues.

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).

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-andpoisoning/coronavirus-covid-19>