



The Firs

B L A I R A T H O L L

St. Andrews Crescent, Bridge of Tilt
Blair Atholl, Perth and Kinross,
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United Kingdom
www.firs-blairatholl.co.uk

CORONAVIRUS UPDATE

To keep our premises operating in these difficult times, there will be some changes to the way we run the guesthouse to account for the Coronavirus regulations on social distancing etc. This page will give you details of how we will operate and what you can expect from us. It also details what we expect from our guests – please read the information on this page and if you are unsure of anything or wish to clarify any points, please do not hesitate to contact us.

- We will only be operating 2 of our 6 rooms each day to allow for social distancing. However, if you are a family group and you need more rooms, then please call us.
- We will ensure 24 hours between each booking to give us time for extensive cleaning. Guests will be asked to make use of the hand sanitiser every time they enter the house and before entering the dining room. Soap or hand sanitiser is available in the bedrooms. For busier months bookings are set as a minimum 2 night stay. As there are so many places to visit here, why not consider staying longer and taking your time to enjoy Highland Perthshire and the Cairngorms. We'd be happy to chat with you before you make your booking about what is available and the things you can see and do here.
- During the summer season of 2021, we will waive our 7 day cancellation fee, so you need not feel pressured into taking a trip that you are not comfortable with.
- Guests are reminded that it is mandated in Scotland to wear a mask when visiting shops (or other small establishments) and travelling on public transport. Guests are therefore, strongly advised to bring plenty of masks for personal use.
- Guests will be required to wear masks when moving around the guest house but will not be required to wear one in the dining room during breakfast. Lindsay and I will wear masks at all times when interacting with guests.

We will continue to monitor the situation and act in accordance with Government Advice.

We are looking forward to welcoming guests back into our home but until then, stay safe.

Pauline & Lindsay

INTERNAL RULES AND REGULATIONS

Please read this document thoroughly before entering The Firs Blair Atholl. 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:

- Bedrooms will be left vacant for a minimum of 24 hours in between guests.
- 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 have removed a number of soft furnishings from our bedrooms.
- 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.
- 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 The Firs Blair Atholl 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 The Firs Blair Atholl 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 The Firs Blair Atholl 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.

Last update: April 2021