



ARMADALE
CASTLE, GARDENS & MUSEUM OF THE ISLES
ISLE OF SKYE

Coronavirus (Covid-19): Our commitment to you

Information for guests at Armadale Castle Lodges

Thank you for booking with us. We very much look forward to welcoming you to Armadale.

We have been working hard to ensure our lodges are safe for guests and colleagues, so you can stay with us in complete confidence. Building on our existing high standards, we have drawn up additional procedures following best practice set out by the Association of Scotland's Self-Caterers and with guidance from NHS Scotland.

All colleagues have been fully trained in these procedures and share our commitment to doing everything we can to ensure you have a safe, healthy and relaxing stay.

What we are doing

- We have extended our cleaning regime for each lodge between lets. This includes cleaning with Covid-19 approved products and then disinfecting surfaces, and cleaning crockery at high temperature in the dishwasher. We are also sterilising the air between lets with an ozone generator. For your peace of mind, we provide a checklist of the completed cleaning regime for you to see on arrival.
- Staff receive comprehensive training in Covid-19 safety and disinfection protocols, and wear appropriate Personal Protective Equipment. We have a range of additional measures in place to minimise risk of staff infection.
- All bed linen and laundry, including towels and pillow protectors, is washed at a high temperature by a Covid-19 secure external laundry firm.
- We have removed some soft furnishings and other items from the lodges to reduce the risk of infection. Guest information is laminated so it can be wiped and disinfected.
- We will provide hand sanitiser and cleaning products for your own use during your stay.
- In the event of a possible case of Covid-19, the accommodation will be quarantined until the case has been confirmed or cleared. In the event of the case being positive, the accommodation will only be re-opened into service after undergoing a further enhanced disinfection protocol.

More overleaf/

What we ask of our guests

Important: If you or anyone in your party is ill on arrival or becomes ill during your stay, please report this immediately to Elizabeth MacInnes, Accommodation Manager, by phone or email: elizabeth@armadalecastle.com / 07501 505302. We will make available the appropriate protocol for guests in line with the latest government guidelines.

We also ask that you:

- Do not stay in our lodges if you have or suspect you may have Covid-19.
- Leave windows open upon departure, to ventilate the property (weather permitting).
- Ensure all rubbish and recycling is put in the designated bins.
- Strip the beds and place soiled linen and towels in the laundry bags left for that purpose, to minimise risk of cross-contamination.

Thank you in advance for your co-operation and we look forward to welcoming you.

The team at Armadale Castle Lodges / Clan Donald Lands Trust

Updated: 25.6.20