



Covid-19 Safety Measures:

There have been very few reported cases of Covid-19 in the Highlands and we are not aware of any in Gairloch. While the return of visitors is vital for the local economy, there is obviously concern that they may bring infection with them.

Please do not travel to Gairloch or the Lighthouse if you feel unwell or if you, or any of your guests, are supposed to be in isolation or quarantine following exposure or possible exposure to infection.

While it is impossible to remove all risk of infection and much will depend on the actions you and your guests take to reduce your personal risk, for your safety and that of our Housekeeper we are implementing some additional measures and enhancing our standard practice in an effort to prevent infection. We take this responsibility seriously. The Housekeeper is very experienced and the house has always been cleaned to a high standard, but we hope you will find the following reassuring;

- the Housekeeper will wear PPE (disposable mask, gloves and apron) at all times when she is cleaning or visiting the house
- for as long as Covid-19 remains a risk, we are providing guests with contactless arrivals and departures using the Lighthouse's key safe
- a large bottle of hand sanitiser has been provided on the table in the entrance hall, for the use of guests when they first arrive and when they return from walks/activities
- Keys used by guests will be disinfected between rentals
- all hard surfaces inside the house will be thoroughly cleaned and, where possible, disinfected between rentals using a commercial virucidal solution to EN 14675 or EN14476 standards
- all door handles, light switches, plug sockets will be similarly disinfected between rentals
- soft furnishings will be steam cleaned between rentals and steam cleaning will also be used to disinfect other areas as required
- windows will be opened and the house fully aired between rentals
- all bedlinen and towels used by guests are sent to be washed by a professional laundry at high temperature
- all glasses, cutlery and china will be washed either by hand in hot soapy water or in the dishwasher between rentals
- should the Housekeeper or another tradesman need to visit the Lighthouse during rentals, they will be required to wear PPE during their time in the Lighthouse
- high quality soap in pump-action containers is provided in all bathrooms so that guests can follow the Government guidelines about regular hand-washing with soap and warm water
- guests are provided with cleaning materials, should they wish to do any further cleaning during their stay
- a supply of disposable nitrile gloves is also available in the cleaning cupboard for the use of guests

- in order to allow time for the steam cleaning and the disinfection of the house we are asking guests to vacate the property one hour earlier than usual (by 9am) and new guests are asked not to arrive until an hour later than normal (after 5pm)

While we sincerely hope this does not happen, if any guests become unwell during their stay they are asked to inform us at the earliest opportunity. We will then arrange for the house to be deep-cleaned on their departure and will either delay or cancel the next booking.

As the Lighthouse was almost fully booked for the whole of the summer and we did not want to disappoint future guests, we have been unable to extend the period when the house is vacant between bookings to allow for natural disinfection. **This does mean that despite all the precautions we put in place, we, and subsequent visitors are to an extent reliant on all those who rent the house and their guests not taking undue risks and doing all they can to avoid infection during their stay.**

Cancellation Policy:

Should a guest be forced to cancel their booking owing to Scottish or UK Government travel restrictions we will provide a full refund of their rental fee and the return of their deposit against damage up to the point of their arrival at the Lighthouse. Our Rental Agreement has been amended to provide guests with contractual certainty. If any guest would prefer to postpone their stay to alternative dates available at the time of cancellation for this reason, we would be delighted to accommodate them (any difference in cost will be refunded).