



Coronavirus Policy – FAQs

The position regarding coronavirus is complex and constantly evolving. We are trying to keep this information up to date as much as possible, but it will be subject to change from time to time. Please check with us individually if there is anything you are concerned about regarding your booking as this is for guidance only.

Are you accepting new bookings?

We are accepting bookings from 15 July 2020. Our online calendar shows up to date availability for the lodge for 2020 and 2021.

We have a summer booking, we will be able to come?

The current position of the Scottish Government is that the earliest that self-catering accommodation will be able to open is 3 July 2020, and we have made a decision to open on 17 July 2020.

If your booking falls after that date then there is a possibility that we will be able to open. If, when and how we may open will be subject to whatever rules and regulations are in place at the time.

If the lodge has to shut for my booking, what is my position?

If we are required by government regulation to shut then we will contact affected guests and offer the opportunity to move their booking to another date (with anything they have already paid applied to that booking). Alternatively, guests may receive a full refund.

What if the lodge is open but my booking covers a number of households and government restrictions prevent this?

If holiday homes are able to open but different households may not stay together at the time this unfortunately does not entitle you to move your booking or receive a refund as it is your personal situation that is preventing you from wanting the holiday, rather than a government restriction on holiday homes. You may be covered by your travel insurance and we will do what we can to support your claim.

If I have to cancel my booking because I get coronavirus, what is my position?

If you have to cancel your booking because you are ill with coronavirus, you may be covered under your travel insurance. We will assist with paperwork that you may need from us for your claim.

What happens if I develop any symptoms in the run up to our holiday at Brightwater Lodge?

We will ask guests to confirm in the 48 hours before their holiday starts that they are not suffering from any of the following symptoms: a fever, a persistent cough or loss of sense of smell / taste.

The above are potential symptoms of coronavirus and guests suffering from any of these are required by government regulations to self-isolate and stay at home. In that situation guests will not be able to take their holiday at Brightwater Lodge due to personal circumstances and may be able to claim under their travel insurance.

What happens if I start to feel ill with coronavirus symptoms while I'm on holiday at Brightwater Lodge?

PLEASE REFER TO THE DOCUMENT

COVID-19 If a guest develops symptoms

How have holidays at the lodge changed since coronavirus?

We have made the following changes to holidays at Brightwater Lodge:

The arrival time for incoming guests has been pushed back to 5pm and the check-out time is now 9am. This is to enable our changeover team the additional time they need to fully clean, disinfect and air the whole house between guests in accordance with our policy. We are following the Cleaning Protocols for Self-Catering Properties and Short-Term Lets in the Context of Covid-19.

<https://www.assc.co.uk/wp-content/uploads/2020/06/Cleaning-Protocols-for-Self-Catering-Properties-and-Short-Term-Lets.pdf>

We have added sanitiser dispensers to the lodge and request that guests use the one at the front door to sanitise their hands each time they enter the lodge. We would also recommend that they do it upon leaving the house too.

Unfortunately we have had to remove a number of items from the lodge that cannot easily be disinfected between guests – such as books, games, and DVDs. We would recommend that guests bring their own substitutes where possible.

We are following industry recommendations that at the moment it is safest to limit the hamper to a few welcome treats where the outer packaging may be easily disinfected without affecting the contents. We also provide disposable gloves and sanitiser.

We ask guests to comply with a few new house rules before leaving the lodge at the end of their stay, such as stripping their own beds. We don't like imposing such requirements at the end of a relaxing break, but the steps are minimal and will ensure that the lodge remains a safe place for our housekeeping team and guests.

Depending on government rules in place during your visit, you may find that some local attractions are not open, or are running a different service to normal. Please check with them. Contact details for most local shops, restaurants, etc, are in our Touch Stay app / Local area guide section.