We know you are looking forward to a relaxing break with us, but at the same time will be eager to stay safe. Our main concerns are the same as yours – keeping everyone safe and secure. This has made us re-think your holiday experience from pre-arrival to departure. You might find things have changed a bit since your last visit, but our objective is the same – to provide warm, Scottish hospitality from start to finish. We are still committed to giving you an exceptional holiday experience while taking all necessary steps to ensure both you and our team are safe.

We look forward to welcoming you in the near future and if you have any questions or concerns, please just ask one of the team.
PRE-ARRIVAL

• We will email you with all the check-in details at least one week before your visit.

• You will need to provide us with the names and details of all those staying in the lodge prior to your arrival (names of all guests and the number of under 18s).

• We will ask you to fill out the pre-arrival form and provide us with all your housekeeping requirements before you arrive, as we will be unable to attend to any such request after arrival.

• We will ask you to phone us to provide credit/debit card details before your arrival to cover any charges during your stay.

• We will provide you with all the relevant information about your stay before you arrive.

• We will give you a courtesy call at least 48hrs before you are due to check in.

• We will provide you with all the relevant contact numbers and email addresses to allow you to contact those members of the team best able to assist you during your stay.

• We will ask you to provide us with your anticipated arrival time if it will be after 5:00pm on your expected day of arrival.

• It is important that you provide us with at least one mobile phone number prior to your arrival so that we can contact you while you are on the Resort.
ARRIVAL

- By visiting the Resort, you are confirming that you, and all members of your party, are free of Covid-19 symptoms.
- Due to the enhanced cleaning and sanitising procedures we will be following, it is unlikely that your lodge/apartment will be available to you before 5:00pm.
- We will advise you of your allotted check-in time on the pre-arrival courtesy call if it is going to differ from 5:00pm.
- You must not go to your lodge/apartment prior to your allotted check-in time.
- Your keys will be in a key box mounted outside the lodge/apartment. We will provide you with the code for your key box before your arrival.
- All keys will be cleaned and sanitised before being placed in the key box.
- If you arrive at the lodge/apartment and the cleaning or maintenance team are still preparing the lodge - you must not enter the lodge.
- A seal will be placed over the front door once the lodge/apartment has been inspected and signed off. You can only enter the lodge/apartment once this seal is in place - not before.
- When you get to your lodge/apartment, please phone or email Owner & Guest Services to let us know you have arrived safely.
- If you need further assistance, you can still visit the Owner & Guest Services office.
- At the Owner & Guest Services office, there will be an electronic door system in operation. You will only be able to enter this office when advised to do so by the Owner & Guest Services team.
- Only one member of your family/party will be permitted to enter the office.
- You may have to wait outside if there are other owners or guests inside. Please be patient with us.
- You will receive a courtesy call from the Owner and Guest Services team between 5:00pm and 8:00pm on the day of your arrival. If you arrive after 8:00pm, you will receive a call the following day.
- We are here for you 24hrs a day during your stay so please don’t hesitate to get in touch if you need anything.
- We would ask that you please continue to observe social distancing and follow all other guidelines that are in place throughout your time on the Resort.
CHECK-OUT AND DEPARTURE

- It is important that you check out no later than 10:00am.

- This is to allow us to have the lodge fully cleaned and sanitised in time for the next owner/guest’s arrival.

- A late checkout charge of £100 for every 30 minutes or part thereof will apply.

- If you have charged extras to your account, we will email you a copy of your bill (excluding electricity charge) by 7:00pm the evening before departure.

- Before you vacate the lodge/apartment, please strip the linen from the beds and place it along with your bathroom towels and robes in the linen bags provided.

- Please do not leave any leftover food or drink in the lodge/apartment.

- Please bag, seal and remove all rubbish and place it in the outside bin.

- Please open the windows within the lodge/apartment so that it can air.

- On departure, please lock the lodge/apartment, put the keys back in the key box and lock it.

- All keys will be collected and sanitised prior to the next owner/guest’s arrival.

- There is no need to check out at Owner & Guest Services but if you do wish to do so in person, the same procedures for entering the office will be in operation as are mentioned above.

- We will charge your electricity and any other charges to the credit/debit card you have provided and email you a copy of the receipt within 48hrs of departure.

- If you would prefer this to be posted to you, please make the Owner & Guest Services team aware of this.

- We would ask that you please continue to observe social distancing and follow all other guidelines that are in place.

- We wish you a very safe onward journey.
ON-SITE COMMUNICATION AND INTERACTION

• Our goal is to continue to provide you with an enjoyable and relaxing holiday.

• Our utmost priority is to maintain luxury and quality while we meet all the Government’s procedures, guidelines and legislation.

• We are looking to minimise the amount of interaction you will have with the onsite team as much as possible, but we are still here for you 24hrs a day.

• We would ask you where possible please to contact us by phone or email in the first instance.

• Should you need to speak to a member of the team face-to-face, the Owner & Guest Services office will be open from 9:30am – 5:30pm Mon–Thu and from 8:30am – 8:00pm Fri–Sun.

• The Owner & Guest Services team are available to speak to on the phone from 9:00am – 8:00pm Mon–Fri and from 08:30 – 8:00pm Sat & Sun. If your call is unanswered than please leave a message and we will return your call within the hour.

• Outside of these hours, if you require anything urgently, please call the out of hours’ number below.

  The contact numbers are:
  - Owner & Guest Services: 01389 727681
  - Out Of Hours: 01389 722508

• In An Emergency, please dial 999 from your mobile giving the resort name, postcode and your lodge number. Cameron House postcode is G83 8QZ and Cameron Club postcode is G83 8RE.

• If you email us whilst you are on the Resort, we will aim to respond within one hour.

• Again, we would ask that you observe all the social distancing and other guidelines that are in place.
• Your lodge/apartment will be fully cleaned and sanitised prior to your arrival.

• All members of the housekeeping team are fully trained in all the new policies and procedures that have been put in place.

• All members of the team are provided with all the necessary PPE.

• The cleaning chemicals we are using are all best suited to combat Covid-19.

• The housekeeping team will pay particular attention to all high contact surfaces including but not exclusive to door handles, light switches, remote controls, kitchen worktops and table surfaces.

• We will use electrostatic sprayers, which are highly effective in killing viruses and bacteria. This cleaning system offers one of the most advanced technologies and chemicals to break the chain of infection.

• There is a comprehensive checklist that will be followed and signed off by the housekeeping attendant and housekeeping supervisor prior to the lodge/apartment being made available for occupancy.

• We have removed all soft furnishings from the bedroom, including cushions and throws.

• We have removed the tea and coffee boxes. The coffee machine will still be available but please bring your own Tassimo pods.

• We have removed all information folders but this information is available online. More information will be sent to you before your arrival.

• We have removed all crystal glassware as this cannot be placed in the dishwasher and therefore washed at the recommended temperature.

• If your lodge has a sauna, please note that this is no longer available.

• We are unable to provide a midweek cleaning service although we will still deliver fresh linen and towels on request. Please place the dirty linen and towels in the linen bag provided and we will remove it.

• All housekeeping requests e.g. bed configuration, cots, highchairs etc. must be made in writing prior to arrival.

• Members of the housekeeping team will only enter your lodge/apartment if it is critical for the enjoyment of your stay. We ask you please to respect this.

• If a member of the housekeeping team has to enter your lodge, they will wear all the necessary PPE. We would ask you not to be in the same room as the member of the housekeeping team.

• You have been provided with a box of sanitising wipes. These can be purchased locally should you require more.

• All the linen we use is professionally cleaned offsite and the company is adhering to all regulations.

• Please click here for a list of our hygiene partners.
• All maintenance checks will continue to be carried out prior to your arrival.

• The maintenance team will comply with all social distancing rules and other Government guidelines

• We know that from time to time, things break down. During your stay, a member of the maintenance team will only attend your lodge/apartment for essential work that is critical to the overall enjoyment of your stay. We ask you please to respect this.

• If a member of the maintenance team has to enter, they will wear all necessary PPE. We would ask you not to be in the same room as the member of the maintenance team.
RESPECT EACH OTHER

• All areas of our business have been fully risk assessed.

• All our employees have received detailed training on all aspects of their role and especially in relation to Covid-19.

• Health screening and recording is carried out with all our employees prior to the start of their shift to ensure they are free of known Covid-19 symptoms.

• All necessary PPE equipment is used by our team where required.

• All our employees practise social distancing and they follow all Scottish Government guidelines and legislation.

• Hand sanitising gel is available for use in the Owner & Guest Services office, all other office and workspaces and inside the entrance to the Mansion House.

• All high-contact areas in the Owner & Guest Services office, all other office and workspaces are cleaned and sanitised at regular intervals.
10 RULES OF SAFE CONDUCT

1. Wash your hands frequently following Government guidelines.

2. Be mindful of letting visitors from outside your family/party into your lodge.

3. When greeting people, avoid hugs and handshakes.

4. Avoid touching eyes, nose and mouth.

5. Regularly clean or disinfect touch surfaces.

6. Avoid paying in cash, use credit or debit cards.

7. Practice social distancing at all times.


10. Be respectful of all those around you – we are all in this together.
WHAT IF YOU DEVELOP SYMPTOMS OF COVID-19 WHILE ON THE RESORT?

• It is possible you could develop symptoms after you arrive.

• If you begin to feel unwell and have any of the Covid-19 symptoms, it is imperative that you visit the [NHS 111 online coronavirus service](https://111.nhs.uk) or phone NHS24 on 111.

• Please phone the Owner & Guest Services office on 01389 727681 as soon as you begin to feel unwell.

• Please avoid close proximity with any of our team or other guests on the Resort.