



COVID-19 STATEMENT

We are ready and waiting to welcome you back to Tomich Holidays, where the green open spaces, wilderness, and our remote rural location provide the perfect place to enjoy a safe break away.

It is of critical importance to us that we provide a safe environment for you to relax during your holiday. Likewise, we need to protect our staff and fragile local community from the threat of Covid-19.

Tomich Holidays is a member of the Association of Scotland's Self-Caterers ([link](#)), who have developed a strict cleaning protocol for our industry ([link](#)).

We don't intend to simply adhere to the guidance, we will aim to surpass it.

Cleaning Team will:

- undertake training based on the Covid-19 Holiday Let Cleaning Protocols
- where appropriate use virucidal disinfectants that comply with EN14765 or EN14476 and anti bacterial sanitiser that complies with EN1276
- wear appropriate PPE whilst working
- follow strict cleaning checklists and protocols as outlined in the risk assessments
- restrict cleaning personnel to one person per property.

Risk Assessment

- To comply with the current guidelines for re-opening during the Covid-19 pandemic, we have carefully analysed this new risk fully, and recorded this for whole-staff training.
- We have commissioned a professional health & safety consultant to cross-examine our Risk Assessment and ensuing policies.
- This will be reviewed on a continual basis and in accordance with the government guidelines and legislation

Re-Opening on July 15th

We are ready to re-open, cautiously, on July 15th and await the Scottish Government's confirmation that we can do so.

We have had to exclude some of our common areas for use by guests as we are unable to adhere to Government guidelines in these areas and we cannot guarantee to provide a Covid-compliant environment, so they must be closed until such time as the guidance changes or we find a way to permit access safely.

Cancellation Terms

You can now make a booking for a holiday after July 15th. No deposit or full payments will be due until the Scottish Government have confirmed the sector's re-opening date. If you are unable to travel once a payment has been made due to further COVID-19 restrictions, or if you become infected or need to self-isolate, then our cancellation terms remain fully flexible. You can book your holiday in the knowledge that you will be refunded in full should you not be able to travel due to COVID-19.



Arrival & Departure

You will be able to check yourselves in and out of your property without any direct contact with staff. We will send you the relevant access information in advance of arrival. We ask you to send us a message once you are in the property so that we know you have arrived safely and can answer any queries.

We will provide simple instructions for you to follow when you depart to help our team prepare the property for the next guests. This will include opening the windows, stripping the beds, filling the dishwasher and removing all bathroom and kitchen waste. We will be on hand to offer as much help and support as possible, should you need it.

If you test positive or develop symptoms during your stay

If you develop symptoms of COVID-19 during your stay you must inform us immediately. If you are well enough to travel you should return home and self-isolate in accordance with current Government guidance.

Welcome to Tomich

We are excited to see you. It has been an extraordinary period and we are optimistic it is beginning a long process of returning to some normality. This guidance is a necessary feature of being a business in the tourism sector and whilst we are professionals, we are also ordinary human beings, the same as you, who are learning as we go, and by adhering to guidance; exceeding it where we can, we hope to give you the safest possible environment to be in. Our aim when you are with us is to help you try and enjoy your holiday to the fullest possible extent, and for Covid-19 to be on your mind as little as physically possible.

We have set out what we need to do, and what we think you need to do, but perhaps there are things not mentioned that you would like us to do or not do? If you would like to ask us to do something specifically for you that would make your stay with us more relaxing, reduce anxiety or help in any way at all, please ask, and we will do our very best to accommodate your wishes.

