



## 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

### Cancellation Terms

If you are unable to travel to take your holiday because of a Covid 19 related national or local lockdown we guarantee you will get a full refund. Please note that the refund guarantee applies only to the address given on the booking at the time of booking being put into a lockdown, and when the travel restriction coincides with the period of your holiday. The refund guarantee covers national and local lockdowns but does not cover you (or members of your party) for being unable to travel because you (or a member of your party) falls ill with Covid, or are required to quarantine or self isolate. These events can be covered by you taking out travel insurance that includes cover for illness with Covid and self isolation. We strongly recommend you take out holiday cancellation insurance cover.



## 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

You should not travel to Tomich if you have a positive test result in the weeks prior to arrival or if you are waiting for a test result. If you develop symptoms of COVID-19 during your stay you must inform us immediately. You should return straight home immediately in your private vehicle 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.

