



THE
HARBOUR INN
— & —
BOWMORE DISTILLERY
COTTAGES

COVID-19 - ADVICE & GUIDANCE

INSIDE

Welcome to The Harbour Inn & Bowmore Distillery Cottages.



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 GOOD TO KNOW

 KEEPING OUR TEAM & GUESTS SAFE

We wish to make your stay with us a comfortable and enjoyable experience. As our guest, we would like to inform you of the protocols we have in place to ensure your safety and well-being is prioritized. For us to be successful, we respectfully ask that you read over this guidance to familiarize yourself with the changes we have made and any requirements or recommendations we ask of you.

The COVID-19 pandemic has impacted the tourism and hospitality industry significantly. Many businesses are required to change their way of working to adapt to the 'new normal.' For us, we saw this as an opportunity to build on our existing high standards of hygiene and cleanliness.

We hope that this pack provides you with adequate guidance for your journey to Islay. Help is only a phone call or e-mail away if you have any questions – please don't hesitate to get in touch.

OUR TOP 5 PRIORITIES

1

PEOPLE

Our #1 Priority is to ensure the safety and well-being of our team and guests.

2

PROTOCOLS

Eliminating the risk of infection through effective cleaning and disinfecting.

3

PRACTICE

Provide accessible hand sanitizer to ensure regular hand sanitation is feasible.

4

PRESENCE

All accommodation information is available electronically, in order to reduce face to face contact while maintaining a helpful service.

5

PREPARATION

Our team have taken part in training to help us to understand COVID-19 and run our business safely.

CHANGES TO OUR ACCOMMODATION

As we all adapt to new ways of working and living, we have made changes to our cottages with the health and safety of our team and guests in mind.



CONTACTLESS CHECK-IN & OUT

To reduce face to face contact and touch points, we will send you an electronic Welcome Pack with all the information you need on how to check in and out of your accommodation. When leaving, we politely ask that you leave all keys where you originally found them.



THE REMOVAL OF SURPLUS ITEMS

Although soft furnishings make your accommodation look and feel homely, we have decided to remove them to limit critical touch points and the risk of infection.

PROTECTIVE BAGS OVER EQUIPMENT

Equipment in your room may be placed in a protective bag for your safety. Please feel free to use any of the items provided, though we ask that you dispose of the bag once the item has been removed and please don't try to re-cover.

ELECTRONIC GUEST INFORMATION

As our team cannot access your accommodation while it is occupied- we will provide you with electronic instruction manuals for all products and any other useful information via e-mail. This does mean that accommodation will not be serviced during your stay. We are only a phone call or e-mail away, for any support or questions.



DISSOLVABLE LAUNDRY BAGS

To protect our housekeeping team, we ask that you strip your bed on departure and place all linen, towels and tea-towels in to the laundry bags provided. These bags will disintegrate in a 95°C hygiene wash. This allows our housekeeping team to stay safe while performing high-risk cleaning tasks.



CLEANING SCHEDULES

Included in this guidance, you will also find a basic interpretation of the cleaning tasks we will perform to ensure your safety. Our team have taken part in training to understand the needs of hospitality businesses to avoid the risk of transmission and spread of COVID-19.

PERSONAL PROTECTIVE EQUIPMENT

You may notice our team wearing disposable aprons, visors, face masks, gloves and shoe protectors. This equipment allows our team to continue providing a service as safely as possible.

YOUR JOURNEY TO ISLAY

Our #1 priority is to maintain the safety and well-being of our team and guests. For us to be successful, we politely ask for a little bit of help from you.



GOOD TO KNOW

As you plan your journey to Islay, we have included some tips below to ensure your travels are safe and smooth. This guidance is updated regularly following Government advice, giving our guests the most current information.

TRAVELLING TO ISLAY



Please remember to check the status of your sailing or flight before you depart your home, as well as any requirements of the transport provider.

You can find up-to-date information here:

CALMAC - www.calmac.co.uk

LOGANAIR - www.loganair.co.uk

TRANSPORT.GOV - www.transport.gov.scot

- You may wish to bring food and drink with you on your journey.
- Face coverings must be worn on buses, trains, the plane and the ferry.
- Remember your hand sanitizer.
- Maintain a 2 meter distance from other people.
- Book tickets ahead of your journey and prepare a back up plan in the event of cancelled sailings or flights.
- Take out travel insurance.



WHILE YOU'RE HERE

With regulations changing often, we recommend staying up to date with local guidance.

You can find up-to-date information here:

GOV.SCOT - www.gov.scot/coronavirus-covid-19

Remember **FACTS** for a safer Scotland

- F** FACE COVERINGS
- A** AVOID CROWDED PLACES
- C** CLEAN YOUR HANDS REGULARLY
- T** TWO METRE DISTANCE
- S** SELF ISOLATE & BOOK A TEST IF YOU HAVE SYMPTOMS

KEEPING OUR TEAM & GUESTS SAFE

We want to be as transparent as possible in our cleaning regime and to help you understand the protocols we have in place to ensure your safety, we have created the below traffic light system.

GREEN CLEAN

No Risk of Infection

The property has been unoccupied for 72+ hours

AMBER CLEAN

The New Normal

We assume everyone is asymptomatic of COVID & thoroughly disinfect every area

BATHROOMS	Cleaning & disinfect.	Cleaning & disinfect.
KITCHENS	Cleaning & disinfect.	Cleaning & disinfect. Run all opened cutlery and crockery through dishwasher to sterilize.
LIVING ROOM	Cleaning & disinfect.	Cleaning & disinfect, including thorough disinfect of soft furnishings.
BEDROOMS	Cleaning & disinfect.	Cleaning & disinfect, including thorough disinfect of soft furnishings.
LINEN & BEDDING	Guests are asked to strip beds and place all linen and towels in Dissolvabag. Wash all products at 95°C.	Guests are asked to strip beds and place all linen and towels in Dissolvabag. Wash all products at 95°C.
HIGH TOUCH POINTS	Clean & disinfect.	Cleaning & disinfect.
PROTECTIVE CLOTHING TO BE WORN	Standard.	Protective visor, gloves, apron & shoe protectors.

KEEPING OUR TEAM & GUESTS SAFE (CONT...)

Before cleaning, we open the windows to circulate fresh air. We then start at the top and back of a property and work our way towards the door, to avoid cross-contamination. Colour-coded cloths are used for each area/room.

After every clean, each property undergoes quality control and is misted using a virocidal liquid. Misting is used to disperse disinfectant over all areas that could possibly be touched by guests; beds, tables, lights, handles, etc. The disinfectant liquid we use is 'Envirosafe – sf, LOG KILL 6,' which meets EN14476, EN1276 & EN1650 Standards and ensures the elimination of harmful bacteria, viruses, fungi and odours. This liquid has been tested on viruses similar to SARS-COV-2 and remains to protect a surface as long as 24 hours – more reliable than bleach.

Throughout our cleaning process, we clean the areas thoroughly followed by disinfecting.

Cleaning: Removes dirt & debris that is visible. To clean, you would use normal cleaning products.

Sanitising: Reduces the growth and occurrence of bacteria, viruses and fungi- but does not eliminate entirely.

Disinfecting: Stops the spread of the virus/bacteria by killing the pathogen.



We wish for you to know that all properties will be cleaned in line with the AMBER protocol unless the property has been unoccupied for 72+ hours and there is no risk of infection.

We hope that this information will allow your mind to be at rest and for you to feel safe and comfortable while staying with us.

Although times are uncertain, we wish for you to feel at ease while staying with us.

We look forward to welcoming you from afar

The Harbour Inn & Bowmore Distillery Cottages Team

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