

# **LODGES AT THE MAINS**

## **COVID 19 - PROCEDURES**

We have been working hard to prepare for your return and cannot wait to welcome you back.

We want to give reassurance and confidence to our guests that we have clear processes in place and are following industry and Government COVID-19 guidance on cleanliness and social distancing, including having a Covid-specific Risk Assessment in place.

You can read more about the measures we have put in place and our new protocols below.

### **Covid 19 – Our response, extra precautions and protocols.**

In light of the Covid 19 pandemic, and in line with the guidance provided by the UK and Scottish Governments, we have made changes to some of the processes at our properties. This page contains guidance and advice as to what to do should you feel unwell and some small steps we would ask you to take both during your stay and at departure, to ensure your own safety as well as that of our team.

### **Background to COVID-19**

COVID-19 is a disease which is caused by the SARS-CoV-2 virus, which can be passed via respiratory secretions (i.e. saliva) and faeces, and which can successfully live for up to 2 to 3 days on certain surfaces. COVID-19 is an “enveloped” virus, meaning that it is surrounded by a protective layer of fats and proteins.

COVID-19 can be transferred via hands from one surface to another. By touching a surface which has traces of COVID-19 on it, and then touching your face or eyes, you may become infected with COVID-19.

Soap and hand sanitiser are effective at denaturing the fats and proteins surrounding the virus, and therefore good ways to kill the virus.

Latest evidence published in The Lancet and The New England Journal of Medicine illustrates that information and knowledge is evolving all the time. Currently, it is thought that the virus can live on some common household surfaces for:

Surface Type	Present	No Longer Present
Air	2-3 hours	
Paper and tissue	30 minutes	3 hours
Copper	4 hours	8 hours
Wood, cloth & cardboard	1 day	2 days
Glass	2 days	4 days
Plastic & stainless steel	4 days	7 days

Therefore, for all surfaces which are touched frequently, such as light switches, door handles, kitchen surfaces, and bathroom surfaces, our cleaners now follow a two-step process of a deep clean followed by a disinfectant stage. Our cleaners are also required to confirm and sign our new Covid-19 cleaning checklist at each clean.

Please note that due to the extra disinfectant stage, whereby a disinfectant mist is sprayed over all surfaces, you may notice a residue of droplets on shiny surfaces such as taps.

Our new cleaning protocols form part of a full risk assessment which we have updated following the latest government advice 06/07/2020, as directed by our professional trade body the ASSC, whose guidance informed relevant government advice.

As such, and for your safety, the following items are now rotated at each changeover and stored in the interim in a closed container (for a minimum of 72 hours and usually for a week):

- All guest cleaning materials, dish brush cleaner, dish bowl for sink, marigold washing up gloves
- Firelighters for starting the stove
- Cushions

At each changeover in addition to changing all linens and towels etc the following are also replaced: duvet protectors, mattress protectors, pillow protectors, outdoor blankets, tea towels, oven gloves.

### **Hot Tub and Whirlpool Baths**

The outdoor hot tubs are wood-fired and use no chemicals - very like an outdoor bath. Like a bath the water is filled before each use and drained after. The outdoor hot tubs will be thoroughly cleaned by our cleaning team prior to each visit.

The whirlpool bath inside the Lodge is also thoroughly cleaned and again has no chemicals in it. It is cleaned thoroughly and the jets are activated for at least 5/10 minutes. Both the outdoor hot tub and the indoor whirlpool bath are exactly the same principle as an ordinary bath – and there is one of these in the Lodges too!

### **How you can help us:**

On returning to the Lodges each day, please ensure you wash your hands thoroughly. You will also find a spray under the kitchen sink should you wish to sanitise anything.

### **Before departure:**

We would be extremely grateful if, before departure, you could do the following to reduce any potential risk of transmission:

1. Open all the windows in the property
2. Remove all your waste from the property by disposing of it in the appropriate bins. Please ensure that all waste for landfill is placed in a refuse bag which is tied closed.
3. If you have used the first aid kit please it out on the kitchen table for us to rotate/sanitise.

### **If you feel unwell:**

**In the event that you develop symptoms whilst staying in at the Lodges at the Mains, you should immediately book a test through [NHS Inform](#) or, if you can't get online, by phoning 0800 028 2816.**

In accordance with [Test and Protect](#), people with symptoms are required to self-isolate for at least 7 days, and everyone in their household should isolate for 14 days. If the test is negative, everyone can end isolation. If the test is positive, everyone should continue to isolate and the NHS Test and Protect team will start contact tracing. Those contacted through the Test and Protect programme will be required to self-isolate for at least 14 days.

If you can travel home safely to isolate, avoiding the use of public transport, you should do this.

In the event that this is not possible, you should discuss this with the NHS Test and Protect team.

You may be signposted to the **National Assistance Helpline on 0800 111 4000** if you need help to isolate and cannot arrange it yourself or through friends and family.

In some circumstances further discussion may be required with the local Health Protection Team and local authority to ensure that you have suitable accommodation to isolate safely and effectively.

After the required period of self-isolation, you and your party can then return to your main place of residence.

For further guidance please see the [Scottish Government advice on Covid-19](#).