

Temporary Covid-19 Procedures

The Willows is a family run business, the health and safety of our guests and our family is our priority. We pride ourselves on having a high standard of cleanliness, as evidenced by our reviews and our existing cleaning regime will be supplemented with additional hygiene procedures in response to the Covid-19 pandemic, which are based on the guidance we have received from the UK Government Regulation and Visit Scotland.

We have had to make some changes to the way we normally operate, however, please don't hesitate to contact us if you would like further information.

Changes include:

Hand sanitiser will be provided at the front door entrance and must be used before entry.

Hand sanitiser will be provided in public areas and must be used before exiting the house.

Facemasks/covering must be worn in public areas.

Sorry, we cannot provide facemasks or gloves for you.

Social distancing measures will be in place in all areas and we ask everyone to respect this.

Regular and enhanced cleaning and disinfecting of high touch surfaces in all areas.

Housekeeping is normally done as standard and will still be available during your stay.

However, we understand that you may prefer us not to enter your room and ask that you use the "Please Clean the Room" door hanger if you would like your room to be serviced.

If you are happy for your room to be serviced during your stay, a window must be left open for ventilation prior to leaving for our protection.

Due to the Covid-19 restrictions, we are very sorry but some of our services and facilities will unfortunately not be available. (i.e. Early arrival, later check out, breakfast, washing/drying facilities, use of iron & ironing board and even being introduced to our bunnies!)

Checking-In procedure:

Check in time is between 4pm – 9pm

Upon your arrival please do not enter the house - ring the doorbell and we will personally check you in as we feel this is a valuable part of your stay.

We will be wearing a facemask and guests must also wear a facemask/covering and social distancing measures will be in place. (Unfortunately we will not be able to shake your hand or even help with carrying your luggage).

We will show you to your room and provide any information as usual, although we will not be able to enter the room with you.

Guest bedrooms will be cleaned as per our existing thorough cleaning regime along with extra Covid-19 cleaning protocols.

Your room keys will have been sanitised and left in your room for you hanging on the back of the door.

Breakfast:

It is with deep regret that due to the current covid-19 restrictions we are unable to offer breakfast, our dining room is simply not large enough to allow for safe social distancing. **Please see the “Breakfast” page on our website for a full explanation.**

Check-Out Procedure:

Guest must vacate their room by 10:00am

For our protection please leave windows open for ventilation prior to vacating the room.

Please remember to leave the keys upon departure.

We will be around to say goodbye to you but sorry to say, unable to shake your hand.

Contact Tracing:

In order to support NHS Scotland’s Test and Protect service it is mandatory for us to collect customer contact details, the majority of this will be provided during the booking process, however, we may require additional information which will be requested via email.

Regrettably if a guest does not want to share their details then we have the right to refuse or cancel the booking.

If you have symptoms of the virus or have been tested positive 14 days before your stay with us please contact us to reschedule your reservation.

It is important to note that in order to protect other guests and ourselves, anyone who shows symptoms consistent with covid-19 will be asked to depart immediately, seek medical help and return home to self isolate.

Thank you for your understanding:

Despite the necessary rules and restrictions that we must all comply with to reduce the spread of this virus, we want to assure you that we will continue to offer you our best service to make your stay as pleasant as possible.

Paul and Nic.