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ISSUED BY	ANN MELDRUM

GLENCOE MOUNTAIN RESORT

CORONA VIRUS/COVID-19 PROTOCOLS

**PLEASE DO NOT TRAVEL TO THE RESORT IF YOU, OR SOMEONE IN YOUR PARTY, IS FEELING UNWELL.
PLEASE CANCEL YOUR BOOKING. A FULL REFUND WILL BE GIVEN.**

We look forward to welcoming you to Glencoe Mountain Resort.

To ensure your safety, we have introduced the following operational changes. Please read this document. We are relying on your support to ensure everyone is safe on site.

ACCOMODATION

Initially, only 50% of our accommodation will be available for booking, with alternated occupancy. The reduced number of guests will ensure social distancing can be practised by staff and visitors, and minimise the number of guests using our toilet and shower facilities.

ACCOMODATION CHECK-IN PROCEDURE

Before your arrival, you will be contacted by text, and informed of your lodge number/name, or your hook-up bay number. This eliminates the need for any physical check-in on arrival.

MICROLODGES

Keys will be left in your allocated Microlodge door. The lodge will have been deep cleaned. We will ensure there has been a gap of at least 24hours between the previous guests' occupancy and your arrival. Please note we are unable at this time to provide sleeping bags, pillows or towels for hire. Please bring your own.

HOOKUPS

Guests with campervans or caravans should use their own on-board toilets and showers. Electricity, water and waste disposal are all available. We have space for only 4 vans, in our official hookup spots. We can no longer accept vans staying overnight in the overflow car park.

CAMPING

Our camping area capacity is 30 tents. We will limit the occupancy to a maximum of 12 tents, to ensure appropriate distancing between tents.

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TOILETS AND SHOWERS

By limiting the number of guests to 50% capacity, we are confident that the toilet and shower facilities can be safely managed. In addition to our normal cleaning activities, we have taken the following steps to ensure your safety:

- We are providing hand sanitiser at the entrances
- Doors will be wedged open to allow a flow through of fresh air (as long as weather permits)
- We will clean the facilities on an hourly basis, or more regularly if required
- Access to each building is restricted to one family group at a time

CAFÉ

Initially, the café will only be providing take-away food. Outdoor seating is available. We will review this arrangement regularly and may introduce some limited indoor seating--with appropriate social distancing built into the layout.

- We are providing hand sanitiser at all entrances
- Movement through the building is clearly marked with direction arrows and spacing marks
- Only takeaway food will be provided
- We encourage you to make contactless payment whenever possible
- All surfaces will be cleaned frequently by staff members