At the hotel we have the safety of our customers, staff and community front of mind and, being on an island with limited medical resources, we remain highly alert to the risks of coronavirus.

We will follow, and ask you to follow, Scottish government and hotel industry-specific guidelines closely while you are staying with us. We have carried out an in-depth risk assessment of the whole hotel operation with additional advice from our health & safety partners and industry peers and have identified many changes to the way we operate which are necessary to reduce risk as far as possible.

**In accordance with Scottish Government guidelines** for hospitality settings with increased ventilation, we will be operating with 1m social distancing in place in the pub and dining room. Please maintain a distance of at least 2m to others as you move around the hotel.

**When you get here** please be mindful of other arrivals (most guests come off the same ferry) and wait outside or in the porch if there is already a group checking in. Our building is very old with not much room in places.

**Upon your arrival** and around the hotel please wear a face covering.

**After you check-in** we will direct you towards your room but not accompany you there.

**We will ask you** what time you’d like to book for dinner and breakfast and book you in at your desired time as far as possible. We can only fit a few tables in our dining room under physical distancing guidelines so are being organised about meal times.

**Level 1 group socialising rules** are 8/3 indoors (8 people from 3 households) and 12/12 outdoors. Children under 12 are not included in these numbers. It is your responsibility to inform us if your group exceeds this number of households/bubbles.

**Dinner pre-orders** by 4pm are very helpful to help us manage our stock in the current uncertain circumstances. Our menu and the day’s specials can be found online – www.jurahotel.co.uk/food.

**In the dining room/lounge bar** please remain seated as far as possible. Public toilets around the hotel are closed – please use your room’s private facilities. At breakfast the waiting staff will bring you cereal, milk and juice rather than you helping yourself.

**The pub** can accommodate guests for pre-dinner drinks until 5.30pm. After dinner tables may be available but are not bookable – please ask your server at the end of dinner if there is an available table. If you spend time in the pub you need to check-in online (we will provide you a QR code to scan to do this). It is possible to drink outside in the beer garden until 10pm.

Usually it will not be possible for hotel guests to eat dinner in the pub (because non-hotel residents are not able to access the hotel, only the pub). If you would like to eat breakfast in the beer garden (weather permitting!) please let us know.

**Beer garden** tables can be booked by following the link on our page www.jurahotel.co.uk/food. Ordering in the beer garden is via an app (scan the QR code at your table) and in line with government guidance you will also need to check in using your phone.

**The housekeeping team** by default will not enter your room during your stay. However if you require…

* …your room serviced, please vacate the room by 10.30am, leaving windows half-open and the provided sign hanging on your door handle
* …your towels changed, please collect a laundry bag from reception
* …your bin emptied, please leave it outside your bedroom door
* …tea & coffee top-ups, please collect these from waiting staff at breakfast or dinner

If you are staying more than a few nights you will be offered a change of bed linen. We will ask you to vacate your room by 10.30am and leave your window half-open if you’d like us to change your bedding.

**On the morning that you check-out** please leave your bedroom windows open before you go for breakfast to allow fresh air to circulate for plenty of time before we go in to clean the room. Please check out before 10.30am to allow our housekeepers the time they need to turn the rooms around.

**We will**…

* Wear face coverings whenever working front-of-house.
* Thoroughly clean your room before your arrival, steaming where appropriate and wiping touch-points and other hard surfaces with a special cleaning solution.
* Remove some items from the hotel bedrooms such as the binoculars, books and guest information folder. When you check in we will give you a web address at which to find our guest information folder.
* Follow strict personal hygiene procedures, washing our hands properly and frequently to minimise risk to our customers.

**If you develop coronavirus symptoms** while on Jura you will need to immediately self-isolate in line with government guidelines and report to NHS Scotland’s Test & Protect programme.

**If you are covid-symptomatic it is imperative that you do not travel on the Calmac ferry.**

If you develop symptoms in your hotel room, email or phone the reception desk and we will make arrangements for you – we will look for self-catering accommodation or a private boat charter back to the mainland. It is possible that we might have to cancel arriving guests so that you can remain in your room. You will be responsible for costs associated with such arrangements.

Do not come to the hotel reception to report symptoms.

This is all the result of a comprehensive risk assessment (which we are still recovering from doing). We are grateful for your support in our mission to ensure that all of our guests are as comfortable and as safe as possible during their stay.

Thank you.

Andy, Cath and the team