

# Mannal House, 2020

## THE 'SMALL PRINT'

### MANNAL HOUSE COVID 19 PROTOCOLS

During these difficult times we have introduced the following protocols to protect you and others during your stay with us.

- Please use hand sanitiser when entering the house and wash your hands regularly for 20 seconds at other times.
- Leave your shoes at the door.
- Maintain social distancing when there are other guests in your vicinity.
- Only residents are permitted in the house.
- Enhanced cleaning regimes are in place in the bedrooms, bathrooms and public areas.
- All visitor information is available electronically.
- Guests should reserve their preferred breakfast time the evening before. All food will be served from the kitchen. After each guest/group has vacated the breakfast table, the area will be sanitised and reset for the next guest.
- Should you have any concerns please just ask!
- STAY SAFE AND INFORMED IN TIREE: see the following website for Community information:<http://www.tireetrust.org.uk/covid19/>
- From Monday 14th September the Scottish Government has made changes to hospitality business' covid regulations. When you are walking around the house please can you wear your face covering.
- The Scottish Government have updated the covid regulations (Monday 28th September) which may affect your stay with us. It should be noted that you are no longer permitted to share a bedroom with someone who is not from your household. Please let us know if this may present a problem.
- **If you are displaying any symptoms it is VERY IMPORTANT that you get the medical attention you need. Call 111 or the Tiree Medical practice on 01879 220 232.**

Please also let us know so we can help you take the appropriate action.

### DOGS

We regret that, other than guide dogs, no pets or other animals are allowed in the guest bedrooms or lounge.

### MINIMUM STAY

A minimum stay of two nights applies. Exceptions are made for guests visiting Tiree for business purposes.

### DEPOSIT

In order to confirm a booking, we require a deposit equivalent to one night's accommodation. This can be paid by BACS or cheque. We also require a note of your mobile number, your postal and email address.

### PAYMENT

This can be made by cash, card or cheque at the time of departure.

### CHECK IN /OUT

Check in time is 4pm, earlier by arrangement. When you arrive please ring the bell and come into the lounge!  
On the day of departure please vacate your room by 11am.

### CANCELLATION POLICY

Due to our remote location we are unable to rely on passing trade, therefore we have a 14-day cancellation policy. If you cancel your stay with us within 14 days of arrival you will be charged the full price of your stay unless we manage to re-let the room. This does not apply for cancellations due to the ferry or plane being unable to reach Tiree due to adverse weather conditions. Your first night deposit is transferable to another date if you need to cancel, subsequent nights are still payable unless we can re-let your room.

For your own peace of mind, we recommend that you take out travel insurance to indemnify you for any unforeseen circumstances. It may be worthwhile checking that it has cover for a pandemic( ie Covid -19 outbreak)  
For Airbnb reservations please refer to the Airbnb cancellation and refunds options by going to your 'trips' page.