

Covid-19

Corona Virus and your stay at Highland Heights.

We have conducted a Covid-19 risk assessment of our business and will be putting in place the following measures to help keep our guests and staff members safe.

Social Distancing: This is easy at our site! All pods are well spaced. Each unit has its own seating area.

Self-Check-in: All details for your arrival and stay with us are sent to you a few days before your arrival. You can arrive when suits you best. We are always on hand via the telephone if there are problems, but you can make your way to your accommodation unattended. With our self-checking in system you will have a pin code to access your Pod – we are on site if needed for assistance!

Enhanced cleaning:

- We will be deep cleaning the accommodation between stays in line with government guidance.
- All highly touched hard surfaces will be thoroughly cleaned and disinfected each day for shared facilities and between stays for accommodation units.
- Guests will be encouraged to frequently wash their hands and use the hand sanitiser gel provided and to also practice social distancing during their stay.
- PPE is available to team members. This is not compulsory. Hand washing on arrival at site and when leaving will be mandated.
- Hand soap and washing up liquid is available in all pods, washing up areas and laundry room.
- Sauna will be cleaned regularly, and guests will be able to book time slots for use.

Groups: If you are coming as a friend of family group social distancing is your responsibility. We will not be policing this as we are not familiar with bubbles in place at home.

Travel Insurance: Travel insurance should always be in place. Even for UK holidays.

Covid Symptoms: Please do not visit Highland Heights if you are displaying Covid symptoms. You must cancel your booking and self-isolate for 14 days. If you develop symptoms during your stay you must leave site immediately to self-isolate at home and inform Highland Heights so that enhanced cleaning can take place.

If you have any questions please get in touch. We will be delighted to help.

