

BUSTA HOUSE OVERNIGHT VISITOR GUIDELINE'S

To make sure you are safe and to stop the Spread of COVID 19 we request that you read and follow the guidelines below when you visit Busta House.

All room booking confirmation will be made by e-mail.

All Registration forms will be sent in advance by e-mail. Please could you read these and confirm they are correct and e-mail back acceptance, this is to avoid paperwork on arrival

When you come to check in please could you call us when you arrive from the car park. We will then give you guidance to walk down the side road located on the right-hand side of the car park to the side gated entrance to the garden. Please wash your hands and wait for a member of staff to check you in. Unfortunately, we will not be able to offer a porter service to help with your bags. We will then give you your key and show you in the direction of your room.

Breakfast will be served in the bar area and the same guidelines apply as for dinner. Please could you book a time you would like for breakfast when you check in.

If you are staying multiple nights when you leave for the day please could you let us know while you are having breakfast if you would like HK to make your room that day. If you would like your room made up we would request you open the window in your room as you leave to ventilate the room & leave your key on the reception desk as you head out for the day. We will have a reduced service when we are servicing your room so we will only tidy the bed instead of making it and we will not tidy your possessions. We will still change your towels daily and stick to our current bed change policy

For Check out could you please ask for you invoice while you are having breakfast and we will do the payment at your table to avoid queues at reception.

When you are checking out please could you open the window to ventilate the room and leave the key in the door handle. (It would be much appreciated if you could let a member of staff know you are leaving the building on your way out.)

All guests must observe social distancing & increased hand hygiene while Visiting Busta House to stop the spread of the virus. To help with this we have implemented the following measures;

- Guest's Must wear face coverings at all times inside the hotel unless you are sat at your table or in your room
- 2m Distancing systems have been marked in tape throughout the building
- 2m queuing lines have been marked around the garden and building
- There is a portable sink outside the side entrance, and we would ask everyone to wash their hands as they arrive
- There is also Hand sanitiser dispensers as you enter the hotel and there will also be hand sanitiser bottles on your tables & in your rooms please do use these.
- The side door to the Garden is now the main entrance so please queue here when you arrive
- When you come down from you room for breakfast, dinner or drinks please could you call reception from your room so we know you are coming
- You will be given a pager for you table/group. This will give you an easy way to contact staff
- We will be operating full table service so we would request you stay at your table as much as possible and if you need any drinks the bill or anything else please do use your pager
- The use of the long room will be very limited due to Social Distancing & the soft furnishings as these need disinfected between use. (we will be prioritising the use of the long room to

residents but unfortunately not all our residents and dinner guests will have use of the room and we would like to apologise in advance)

Please do use your tables pager if you ever need anything at all. If we have not come to see you within a couple of minutes, please do press the call button repeatedly the signal can sometimes be intermittent.

We have removed all leaflets and information packs from the bedrooms. If you would like any information on things to do around shetland please ask a member of staff and visit

www.Shetland.org

We have also removed all throws, ironing boards, extra pillows and blankets from the rooms if you would like any of these items please call reception and we will bring them to your room for you.

We have provided hand sanitiser, fresh cloths and anti-bacterial cleaner in your rooms please feel free to use these if you would like.

If you become unwell while you are here or start to show any of the symptoms of covid 19 you must stay where you are and alert a member of staff immediately