

## **COVID-19 TEMPORARY ADDITIONAL TERMS & CONDITIONS**

### **PROCEDURES FOR A GUEST PRESENTING WITH SYMPTOMS OR BEING DIAGNOSED WITH COVID-19 WHILE STAYING AT TORLUNDY HOUSE**

#### **SYMPTOMS OR COVID-19 DIAGNOSIS - UK & Scottish Government Guidelines are followed**

1. Any guest presenting with COVID-19 symptoms will be required to Check out immediately and return home to self-isolate. Refunds will be made for unused parts of your reservation
2. If a guest falls ill with potential COVID-19 and feels too ill to drive or is unable to return home to isolate we will provide details of who to contact to notify and establish if a test is required.
3. Upon return to Torlundy House they must return to their room and follow the procedures below while waiting for the results of the test
4. If the results return negative the guest can check out and carry on as normal
5. If the results are positive and the guest is still unable to return home then the procedures below must be followed.

#### **GUEST ISOLATION AT TORLUNDY HOUSE**

1. If a guest has developed symptoms while resident at Torlundy House we or the guest will contact NHS Inform <https://www.nhsinform.scot/self-help-guides/self-help-guide-access-to-testing-for-coronavirus> or telephone 0800 028 2816. If required the guest will be asked to attend for testing
2. The guest will be advised how they must proceed while waiting for test results
3. If no test is required you will be expected to Check Out immediately and any unused part of your reservation will be refunded – you may still have COVID-19
4. If required to isolate at Torlundy House the following steps must be adhered to:
  - a) You must remain in your room until test results are returned
  - b) We will provide breakfast in your room
  - c) You will be responsible for all other meals, making use of local delivery services
  - d) If clean linen and towels are required they will provided along with strict instructions for the removal of soiled linen
  - e) Daily additional supplies of tea, coffee etc. will be provided
  - f) No visitors except health professionals will visit you
  - g) Any contact with staff will be by text or telephone call, we will not have any face to face contact with you
  - h) You will be charged the normal daily rate for the room for all days beyond your original reservation
  - i) We must be advised when you are ready to Check Out in order that we can clear public areas and then clean and sanitise after your departure

**Continued overleaf**

Document updated: 15 July 2020

**Our priority is the safety of our guests, staff and ourselves**

**Our first line of defence for all of us is to keep COVID-19 out of Torlundy House!**

5. If your test returns positive the following will apply:
- a) You must Check Out and return home to isolate
  - b) If this is not possible you must discuss with the Test & Protect Team <https://www.nhsinform.scot/campaigns/test-and-protect> and you may be signposted to the National Assistance Helpline on 0800 111 4000 for help isolating
  - c) Further discussion with the Health Protection Team and/or Local Authority may be required to find a safe place to isolate if you cannot return home

**The safety of all Guests, staff and ourselves is paramount**

**Our first line of defence for all of us is to keep COVID-19 out of Torlundy House!**