



# Ben Nevis Inn & Bunkhouse

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## Bunkhouse Covid Update

Our bunkhouse is taking bookings again from 17<sup>th</sup> July 2020

There are a number of changes to the Bunkhouse due to Covid-19 Restrictions

- We will only be operating two of our dorms, this means accommodation will still be shared but will be distanced from each other. We will only be allowing for one booking per dorm.
- If you have already booked, keep an eye on your emails as we may send you an up to date booking confirmation which will reflect a change in bed numbers if we have amended your booking to fit with our new system
- The general toilet and shower area will still be shared however actual facilities will be designated to each dorm. So each dorm will have its own shower, toilet and sink basin which will be clearly marked
- There will be no kitchen available, as these have been identified as high risk areas for transmission of infection. Our restaurant and bar will be open as usual from 12pm and serving food all day until 8.30pm. Please book a table.

## Refunds

We still offer a full refund if you need to cancel your booking for any reason within 2 weeks of your arrival date. Within the 2 weeks, we are unable to refund your booking, however if your reason for being unable to travel is Covid-19 related we may be able to re-schedule for you dependant on availability.

## Checking in – from 3pm

You do not need to come into the restaurant to check in. As usual, on confirmation of your booking you will receive an email which will also provide you with the entrance code for the bunkhouse. As soon as you enter, you can wash your hands before touching anything else in the bunkhouse. If you need any help, there will be staff on site until the end of service in the restaurant; you can also call 01397701227 to speak to a member of staff rather than coming into the restaurant. There are also emergency numbers provided in the bunkhouse.

## Checking out – by 10am

You can also vacate your dorm without needing to see any staff. We ask that you ensure you have all your belongings with you and you simply make sure the door is firmly shut when you leave.

## Test and Protect

For the health and safety of the customers and staff in these premises, we are recording the name and contact details of everyone who enters to support NHS Scotland's Test and Protect. This information will be used to enable NHS Scotland to contact you should you have been in the premises around the same time as someone who has tested positive for coronavirus. Contacting people who might have been exposed to the virus is an important step in stopping the spread. To read more please see <https://www.informationgovernance.scot.nhs.uk/use-of-your-data-for-track-trace-isolate-tti/>

## **Cleaning**

- Laundered bedding is provided, and your bed will be made ready for when you arrive
- Anti-bacterial wipes will be available throughout the bunkhouse, so any frequently touched areas by your group can be cleaned as you go
- As usual, the bunkhouse will be cleaned to a high standard every day. We have updated our cleaning systems and introduced a cleaning solution suitable for killing viruses.
- Cleaning cannot commence until the bunkhouse is empty, so again please make sure you leave promptly.

## **What we need from you**

- If you or any of your household/travel group shows symptoms of Coronavirus before your visit, please do not travel. As above, we will look to move your booking to a suitable date.
- You must also let us know if you develop symptoms of Coronavirus during your visit here, to allow us to clean and follow guidelines to make sure the accommodation is safe for staff and the next visitors
- The only communal areas in the bunkhouse will be the toilet area and hallway. We ask that you follow strict social distancing guidelines at all times, and adhere to any signs and information provided.
- We are aware that guidelines can change dependant on where you are coming from, so please be up to date with the Scottish Government Guidelines for Coronavirus in Scotland.
- Please take your own clean towel, and ensure you take it away with you when you leave
- You must only sleep in the bunks provided on your booking confirmation and cannot switch bunks after you have arrived
- Please store your belongings on your own bed or on the floor under your bunk. Please do not store items on any unused beds
- As the kitchen is closed for the foreseeable, please remember if you are bringing food to make sure you don't need to prepare/heat it up and you do not require to store it in a fridge. The local Spar shop in Claggan is open, you will pass it on the way here if travelling by car, there are also plenty of shops in Fort William. Costa Drive through is also just a short drive away.
- It would be a huge help if before you leave, you could strip your beds and leave the linen on the floor in your dorm. Advice shows this reduces the risk of airborne viruses for our staff.

This document was distributed on 16<sup>th</sup> July 2020. As guidelines change, we will endeavour to be in touch with any future bookings to keep you up to date with our plans. Please note the information above may change by the date of your booking

Please do not hesitate to get in touch if we can help in the meantime.