We are aware that being away in a strange place during these strange times can be a bit overwhelming, and there are lots of rules and procedures that can often be confusing. So, we thought it best to put everything into one document where you can check back if you are unsure of what to do.

Below you will find the additional procedures we have put in place at Hartfield House hostel for your safety and that of our staff. We would appreciate if you can adhere to these procedures.

**Remote check-in**

We are now operating on winter hours. Our reception is open for check-in 16.00 – 18.00 and we are open again at 8.30am for check-out. There will be out of hours staff that can be contacted in case of emergency outside of those hours. They will either be staying on site, or in the house adjacent to Hartfield. Emergency numbers can be found in the porch.

There is antibacterial gel at various points throughout the building: at reception, kitchen/dining areas, and exit, as well as in all toilet/shower rooms. Please use at least every time you enter and exit the building.

There is a one-way system in place. You will be directed in through reception, and out through the side exit. Please keep to this one-way system even if it means going around again to get back to your room.

**Rooms**

We have very simple rooms which will minimize risk as much as possible. All bedding is washed at 60 degrees, and mattress/pillow protectors are also replaced on every change-over. Rooms are hoovered and dusted, and all ‘often used’ surfaces are wiped down with antibacterial spray before and after guests have stayed. If you would like antibacterial spray and a cloth for your room please do ask.

**Check-out**

**Please strip your bed on checking out of your room.** Place your bedding (including mattress and pillow protectors, and towels) in the red bin bags provided. These are dissolvable laundry bags and enable us to wash all of our laundry without touching it directly. It helps minimize risk for our guests and for our staff.

Our staff wear gloves, face masks and specific clothing, all of which is then washed on completion of the shift.

All surfaces are cleaned with antibacterial spray before and after each customer has stayed.

**Kitchen/dining**

We have a large kitchen/dining room, but we still need you to play your part and remain socially distant. Our tables are 2m distant so we just ask that you do not move them together.

Our kitchen is now fully open. We do want our customers to feel comfortable at our hostel so have retained our social distancing measures. We are therefore asking that only one group uses the kitchen at any one time so please again observe this. If it is looking busy, maybe consider coming back at a later time?

There are dining facilities at The Walled Garden Restaurant and The Applecross Inn but you will need to book in advance. Both establishments are also providing a takeaway service. Please do feel that you can bring takeaway back to the dining area, or to your room on request.

In the event of sunshine, we do have three outdoor picnic tables that you are welcome to use.

**Washing/toilets facilities**

There are a number of rooms that have en-suite facilities and we would encourage you as customers to use only your en-suite toilets/showers to minimize any risk to yourself, your family, and to other guests.

Those of you using the shared facilities, we have introduced hourly cleaning of showers/toilets during the morning and evening shifts. This will include our staff spraying all surfaces and often-used items with antibacterial spray.

We need you to adhere to social distancing guidelines, and if the showers are busy, come back at a later time. We have antibacterial spray, cloths, disposable gloves and hand gel available in the showers/toilets. Please use these to wipe down any surface before and after use. If you would like a mask, or something is missing, just let us know and we will provide.

**General**

Talk to us. We are learning as we go along and so we will make mistakes. Please understand that we can rectify most things if we know about them. Don’t wait until afterwards to make a complaint.

We also have great knowledge of the area. We will do our best to provide information about what is open and what is restricted in Applecross on our website: [www.hartfieldhouse.org.uk](http://www.hartfieldhouse.org.uk) but if there is anything you are unsure of, just ask. We are there to help and to make your stay as enjoyable as possible. Afterall, we want you to return next year!

Kind regards

The Hartfield House team