

## WEST HIGHLAND PENINSULAS VISITOR CHARTER COVID-19 RESPONSE

Our West Highland Peninsulas love to welcome visitors, but this year we must do so 'at a safe distance'. We are sure you will understand that some people in our small remote and rural communities are very nervous of visitors this year. With over a third of our population aged 65 & over (which is double the Scottish average of population over pensionable age), or vulnerable to infection, we are especially aware of the risks to the community that visitors may bring.

We are a remote community with good but geographically very challenging and limited health care provision, so it is important that we mitigate the risks associated with any re-introduction of visitors to the area.

We hope everyone will play their part to protect one another and mitigate the risk of spreading the coronavirus.

### WE ASK OUR VISITORS TO:

- Self-declare that they are free from COVID-19 symptoms 24 hours before arrival and have not been asked to self-isolate, otherwise or cancel their stay.
- Respect the changes that any tourism business has had to put in place to protect their staff, themselves, visitors and the local community.
- If they are in self-catering accommodation and are buying supplies, check availability with local shops and crofts. Some are offering a delivery service to avoid too many people being in their premises at once.
- Check notices on the doors and windows of shops, visitor attractions, cafés, bars, restaurants, etc., as they may be limiting the number of people they allow in. If they're busy go back later, or alternatively, give them a call.
- If eating out, book their table in advance or consider ordering takeaways rather than sitting in.
- Pay using contactless or arrange for pre-payment.
- Wash their hands frequently with soap and water and when out, carry and maintain regular use of sanitiser.
- Observe cough etiquette, social distancing and mask wearing rules at all times.
- Advise the tourism business immediately if anyone in their party shows symptoms of COVID-19 (high temperature, a new and continuous cough or a change in sense of smell or taste) during or 14 days after their visit and follow the current Scottish Government advice about returning home and self-isolating.
- Finally, spend time outside enjoying the scenery and always take litter away with them.

### WE ASK OUR TOURISM BUSINESSES TO:

- Follow Government COVID-19 Guidelines on Health and Safety for staff and visitors.
- Undertake a COVID-19 risk assessment for their business and develop appropriate cleaning protocols. Display or provide a copy of these as required.
- Implement these cleaning protocols and amend any operating procedures in accordance with their risk assessment.
- Provide personal protective equipment for all staff and ensure that they are suitably trained to follow the guidelines, protocols and amended procedures.
- Limit the numbers in their premises as required and observe social distancing, hand washing/sanitising and mask wearing rules.
- Advise visitors of any COVID-19 outbreak within their establishment(s) during the visitor's stay, or if a member of their staff demonstrates symptoms up to 14 days after the visitor has had contact with them.
- Where the business is an accommodation provider, contact pre-booked guests prior to arrival to check that they have not been advised to isolate, have not been in contact with someone with COVID-19 symptoms and are not displaying any symptoms of COVID-19.

"The West Highland Peninsulas" is a brand that has been developed by the Sunart, Moidart, Morvern, Ardnamurchan and Ardgour Tourist Association (SMMAATA), formerly the Ardnamurchan Tourist Association, to promote the West Highland Peninsulas as a beautiful, wild and unspoilt tourist destination. For more information visit our website at: [www.westhighlandpeninsulas.com](http://www.westhighlandpeninsulas.com)