

Click to see the [Quality Assurance guidance](#) and [criteria](#) notes for Self-Catering.

Click to view the current [Scottish Government guidelines](#) for reopening and operating your business.

Considerations from the VisitScotland Quality Assurance Grading Scheme for Self-Catering

*The following guidance refers to additional considerations for Self-Catering accommodation providers, **specifically** with regards to achieving high standards within the Quality Assurance Scheme for this designator whilst implementing temporary Covid19 measures. Please remember to advertise your [Quality Assurance](#) logo and [We're Good to Go](#) mark – both are ways to reassure the visitor and show that you adhere to national standards.*

Pre-arrival Guest Information

- This is all about expectation-setting, with clear & concise information upfront, such as any changes to normal procedures, protective measures put in place and instructions for guests

In-unit Guest Information

- Information folders to be avoided if possible and leaflets removed; if any are provided, to be presented laminated or in plastic pockets which can be wiped down after each let
- Use of technology is encouraged (e.g. tablet with pre-loaded apps)

Kitchen

- Fine dining sets of crockery/cutlery/glassware could also be removed and made available upon request. This to be clearly explained in any communication with visitors
- Consideration should be given to the removal of additional kitchenware that might not be required, such as a slow cooker or a bread maker, and again this should be clearly explained in any communication with visitors

Bed Linen & Towels

- Please note that as a reminder that at 5 Star level, all bed linen and towels should be provided for guests and included in the hire cost
- Additional sets of towels are to be removed, however these could be provided on request

Additional facilities

- Clear communication regarding additional facilities - Reception/ Shop/ Bar/ Restaurant/ Laundry/ Recreation (e.g. hot tubs) – is required, to manage expectations. Clear and concise information about which facilities are open/closed would be recommended, as well as the current Government guidance on physical distancing and different households mixing

Dispensation/Allowances

*In order to comply with Government Guidance, some temporary Covid-19 measures will appear to be contrary to certain criteria elements and quality scoring considerations under normal operation of the Quality Assurance Scheme. Please note that **dispensation will be given for any QA elements which would be out-with Government guidance, and these elements will be obsolete until such time that normal operation can resume.***

Welcome & Arrival Procedure

Personal welcome not expected at this time; key lockbox entry adequate. However, welcome can be enhanced by personalised letter and/or follow-up phone call. Welcome Pack is still encouraged, although pre-packaged items are recommended; homemade produce is not expected at this time.

Personal Touches

Government advice is to temporarily de-clutter rooms to provide less opportunity for the Covid-19 virus to contaminate surfaces and spread. Therefore, it would be recommended that items such as ornaments, throws, scatter cushions, magazines, books and board games are removed. Certain items could be available on request, which would enable you to clean and quarantine them after use.

If you have any questions about Quality Assurance, or would like to speak to one of our expert Quality & Tourism Advisors, please make contact via business.advice@visitscotland.com