

Click to see the [Quality Assurance guidance and criteria](#) notes for Small-Serviced Accommodation.

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

Click to view [Scotland's Best B&Bs guidance](#) for your sector.

### **Considerations from the VisitScotland Quality Assurance Grading Scheme for Small Serviced Accommodation**

*The following guidance refers to additional considerations for Small Serviced 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.*

#### **Service & Hospitality**

- Try to balance all interactions by communicating the appropriate health & safety information whilst retaining your business character and warm hospitality that makes the experience special for your guests
- Provide comprehensive information on temporary Covid-19 procedures or changes to normal operation at the time of booking, and details of protective measures. Set guest expectations whilst still offering a welcoming first impression. A follow up email and/or call prior to guest arrival reiterating your new procedures, commitment to guest health & safety, and a warm pre-welcome is advised
- Consider measures to reduce contact time, whilst making the experience easy to navigate for guests. This could include (but not limited to): contactless online check-in; pre-booked breakfast time slots; table-service only; in-room dining options; contactless online check-out and payment with emailed professional invoice provided; additional communication with guests via phone or messaging app onsite; single use in-room communication which could be personalised

#### **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 (QA) 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.** The main aspects which will be affected are: -*

#### **Bedroom Accessories**

Government advice is to temporarily de-clutter bedrooms to provide less opportunity for the Covid-19 virus to contaminate surfaces and spread. As such, the normal suggestions for accessories to be

included in rooms will currently be considered obsolete. Consideration could be given to accessories being available 'on demand' to enable you to clean and quarantine items after use.

### **Assistance with Luggage**

Government advice is to avoid handling guest luggage. Ensure that expectations are set, and this is communicated to guests.

### **Dinner / General Services**

Information and leaflets regarding local activities and eateries (including menus) will mostly be removed from bedrooms and common areas under temporary Covid-19 measures during the process of de-cluttering. Providing this information via your digital and phone pre-arrival channels will enable you to still provide assistance on guest itinerary planning.

### **Towels / Toiletries**

Under Government Guidance, basic toiletry provision should be considered, with all additional items available on request. Supplementary sets of towels should not be included, but again a system of 'on request' could be considered.

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](mailto:business.advice@visitscotland.com)