

As you are probably aware, we have been given the go-ahead from government to open from 4th July as long as we have the relevant procedures in place to keep our guests and ourselves safe.

These are the procedures we are putting in place to ensure that you are kept as safe as possible whilst you are with us. This may well get updated as things move forward and we will ensure you are kept informed.

Travelling to us

Please ensure you check the Isles of Scilly Travel website on a regular basis to ensure you are aware of the procedures they have in place to get you over to the islands on either the plane or the ferry safely. As well as confirming that you are "Covid free", one of the main things is that you will be required to wear a face mask, which you will need to provide.

If you arrive by air and take the shuttle bus to us, then you will need to wear your mask on this as well.

If you arrive by sea, then you can walk to Belmont. Please make sure any luggage you have is clearly labelled with Belmont and it will be delivered here by the local carriers. There will be a small charge for this which should be paid to us and we will pass it on. The same will be arranged for your departure if you are leaving on the ferry. This will keep the quay as clear as possible.

On arrival

Please let us know your expected arrival time. On arriving at Belmont please ring the bell and wait outside for us to come to you. We will make sure that the hallway is clear to ensure social distancing before inviting you in. There will be hand sanitiser in the entry porch for your use.

You will be directed straight to your room if it is ready for you. You will be required to carry your own luggage and your key will be in the room for you. If you can't manage your own cases, then we will show you where to leave them and they will be fetched to outside your door as quickly as possible.

If you have arrived before your room is ready, then we will show you where you can leave your luggage and we will arrange a later time for you to come and check in. Unfortunately, we don't have space for you to wait inside the house.

Your invoice for the balance of your stay will be in your room, this is due before you leave. We would prefer this is paid by BACS, but if you want to pay by cheque or cash please settle after breakfast one morning.

Your room

To keep yourselves and us as safe as possible, our usual daily housekeeping has been suspended for now. However, you are welcome to fresh towels, top ups to your hospitality tray, toiletries etc. as required. If possible, let us know at breakfast time and we will provide what you need.

Your room bin can be emptied daily, we ask that you tie the liner and pop it outside your room each morning.

Other than wrapped soap which will be in your room on arrival, we will be providing toiletries on request. Please let us know if you need any shampoo or conditioner or more soap.

Breakfast

We intend to provide breakfast as far as possible in the dining room / lounge. Tables will be spaced to ensure social distancing and you will be allocated a table for the length of your stay. All self-service has been stopped and everything will be table service.

There will be a menu provided in your room for you to select from. We ask that you do this the evening before and leave on your table so we can plan the following morning. We hope to provide a good variety of choices but there may have to be substitutions if things aren't available.

If you feel more comfortable with it, we can provide breakfast on a tray for your room. Please ask about this so we can agree a time.

During the day

You are welcome to come and go from your room during the day, but please be aware of social distancing and if there are other guests in the hallway or on the stairs, just wait for them to move away. Unfortunately, there will be no guest lounge available.

We don't provide meals other than breakfast. At the moment, we still don't know what dining will be available on the island. Currently there are various takeaway options, whether this will be extended to some bookable eat-in, we are waiting to hear. There is a microwave in the dining room that guests may use to heat food. There will be sanitising supplies provided so it can be wiped down after use. We will also clean it on a regular basis. Re-usable cutlery will be provided in your room should you need it for takeaways.

Also bear in mind that not all the facilities you would normally expect to use on the islands may be open or may be operating at significantly reduced capacity due to social distancing measures. Booking ahead may be required in some instances.

Departure

Latest check out time is 10:30 am.

If you are using the ferry we will show you where to leave your luggage for collection. Likewise, if your flight is not until later, we will show you where to leave your luggage until your shuttle pick-up time. Unfortunately, we don't have space for you to wait in the house.

On vacating your room please leave the windows open if the weather allows and leave your key in the door.

Don't forget to keep your face masks with you for use on the shuttle, ferry or plane.

Other

You are not required to wear face masks in the house as social distancing will be maintained. We will wear masks on the occasions where we can't maintain the appropriate distance e.g. serving breakfast. Obviously, you are welcome to use masks if you wish, but you will need to bring and wash / dispose of them yourselves as we cannot offer this service. Some of the facilities you wish to use whilst on the islands may require you to wear masks so please bear this in mind when planning your days.

If you are on medication, please bring a good supply to last the length of your stay plus some extra. We do have an excellent pharmacy service on the island, but it is understandably very busy, and it would be best not to have to use it if your departure is delayed for any reason.

What happens if you develop symptoms or are contacted by Track and Trace while you are with us? Our Council in conjunction with other local organisations have put together a fund to “repatriate” you to the mainland should this happen, and you are well enough to travel. This will be at no additional cost to yourselves. If you require hospitalisation, then our “medi-vac” procedures would come in to play.

It will take about 24 hours to get a “test” and the results.

I have attached a separate document that details this arrangement as it stands at the moment.

Your booking

This is the current situation, but it may change as we get more information from various sources. Your visit to the islands will be different to previous years. If as a result of reading this you are feeling uncomfortable about coming then please get in touch to discuss it and your options with us.