

Mincarlo & Rosmarinus Guest Information (ref Covid-19)

Dear guests,

We're looking forward to welcoming you to our accommodation. Here is some information for you to read through prior to your stay with us. We hope you have a wonderful stay. One of us should be available at all times during your stay and phone / text are the best means of communication. Please get in touch with us if you have any questions - thanks!

- Bryony 07815 818831
- Nick 07748 102844

Before you travel

Please do not leave home if you or anyone in your household has any of the following symptoms of Coronavirus (Covid-19), or have had in the last 7 days:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

Arrival

- If you haven't already notified us, please email your travel arrangements to and from the islands - mode of transport, departure times and where from (e.g. helicopter departs Penzance 3.15pm / Scillonian departs Penzance 9.15am / Skybus departs Land's End 2.45pm PLUS details of your return departure from Scilly).
- Please check the information from your travel provider on what will happen after you arrive at St Mary's. We will do our best to make your accommodation available on arrival but cannot guarantee this before 4.30pm, so please discuss this with us if you anticipate arriving before then. It's possible we will be able to store luggage for you but we do need this arranged in advance - thank you.
- Once we have your arrival time, please check into the accommodation yourselves. We will let you know if you need to check in later in the day e.g. due to changeovers taking place. Make your way up the front pathway to Mincarlo where you will have a lovely view of the harbour.
- For B&B rooms go on into the front porch. The main spaces and high touch points of the house will be cleaned and sanitised frequently each day, including the external door handle. Please use the alcohol hand rub once inside the porch. You should already know

your room number from your booking confirmation email. We are trying to minimise face to face contact in the house, but if you are struggling with your luggage please let us know and I'm sure we can find a way to help.

- Rooms 2 & 3 are on the ground floor - turn right at the foot of the stairs and you'll see your bedrooms
 - Rooms 4-8 are on the first floor so climb the stairs and follow the corridor until you find your room(s)
 - Rooms 9-12 are on the second floor - up you go to the top of the house!
- For Rosmarinus, as you face the house you will need to turn right and then left so you are walking along the South wall of Mincarolo. You will see wooden/oiled patio doors in front of you and the key will be in the door ready for you to let yourselves into the property. The whole property will be deep cleaned and sanitised ready for you, including the external door handle and key.
 - We recommend that you bring some hand sanitiser with you for when you are out and about in the islands. Although this can be bought locally it would be worth having some of your own.
 - Please phone or text us on arrival to let us know you have arrived, thanks.

Breakfast (for B&B bookings)

- Initially this will be served in your bedroom, or on the terrace if you prefer. There will be a tick list in your room, you'll select which items you'd like and the preferred time, we will then deliver this on a tray outside your bedroom and knock to let you know it is ready. Please be ready to come and collect your breakfast at this time, thanks. We have made provision for sitting and eating at some form of table in each room for you. Any problems or questions don't hesitate to let us know.

Facilities

- If you think you would like some **beach towels** during your stay we should be able to provide some, please do give advance notice where possible - thanks.
- Usually we have **plates and cutlery** etc available to B&B guests. We have removed all communal items but please do request these if needed.
- The **Wifi** code is mincarlo_guest and the password is 5un5hine (note the use of the number five rather than the letter 'S')

- An **iron & ironing board** are available if you need them, let us know by phone or text and we will pop them outside your room for you.
- **Access & front door** - the islands truly are a safe place and as such we do not give guests a front door key. You are welcome to come and go at all times of the day or night, but please pay careful consideration to other guests especially if it's late in the evening or very early in the morning - thanks.
- Please keep your **B&B room/Rosmarinus key** with you for the duration of your stay.
- **Towel rails** - there is a switch somewhere near your bathroom door, this is the on/off switch for your towel rail. We tend not to leave these on the whole time but feel free to make use of it as needed.
- Please do close the **bathroom door** whilst showering, otherwise the steam may set off the fire alarm. It will help if you leave the fan isolator switch on (usually high up near the bathroom door). Thanks.
- If you have brought a **wetsuit** with you, you are welcome to make use of our hanging facility in the open-sided shed around the South side of the house. There is a black bin full of water (& a little bit of detergent) - dunk your suit then hang on the hangers/rail to air dry. Better than sharing your shower with a large piece of neoprene!
- **Fire**
 - please do make yourselves familiar with your quickest exit route through the house and take a moment to read the instructions on the back of your bedroom doors.
 - If you hear the fire alarm, please proceed to the nearest exit and assemble on the front terrace. In case of fire, please sound the alarm and vacate the building swiftly and cautiously.
- **Doctor**
 - If you need urgent medical attention please call 999. For any other medical needs it might be best in the current circumstances if you contact us first and we will recommend the best course of action. We have a small hospital on the island and a very good doctors surgery pharmacy, but extra care must be taken due to the ongoing pandemic.
- You are very welcome to make use of the **front garden / terrace** directly in front of the house. Initially we are not putting any cushions outside but feel free to take those from your room. Please follow social distancing rules in regards to other guests when using these spaces, thank you. NB the adjacent house Biggal and its garden are both private.

- Please respect NO SMOKING or vaping anywhere in the house, grounds or garden of Mincarlo.
- In **Rosmarinus**, we have removed all books, games etc due to Covid-19 so please consider this and bring any entertainment with you (there is a DVD player). The cooker, fridge, freezer, dishwasher and tumble dryer are all brand new in 2020, and the washing machine is a little older. As far as we are aware they are all working well, but if you have any issues please let us know. There is a Brabantia ironing mat & iron in the pine dresser in the lounge of Rosmarinus, should you need to make use of these. You should have all the cooking utensils etc that you need for your stay, but if anything important is lacking let us know and we'll see what we can do!

Payment

- Payment for your stay will need to be made electronically by BACS, ideally during your stay if you have means of doing so, otherwise this can be done before you travel. We will email you an invoice and the BACS details are on there. Please notify us once you've made payment - thank you. If BACS is not an option we would also be able to take a card payment by phone.

Departure

- We will need full access to B&B rooms **by 10am** on your day of departure please, and **9.30am** for Rosmarinus.
- Please remove pillow covers, duvet covers, sheets from beds (please make sure they are not inside out), put these & your towels into the red bin bags provided & leave red bags of linen in your room, thank you. In Rosmarinus please leave these in the lounge area.
- Open windows (unless foul weather!).
- Leave the key in the door.
- Please let us know when you are out of the accommodation so we can start the changeover.
- If you are leaving the islands later in the day it's possible we will be able to store luggage for you, but we do need this arranged in advance - thank you. We can arrange luggage collection for the Scillonian so please let us know if you need to use this service.