



Tìre Ranger Service Croft Camping Scheme Covid-19 policy and guidance for 2021 (updated on the 24th of Feb 2021)

During the COVID-19 Pandemic we all have had to adapt to a new way of life and while you are booking with staying with us on one of our sites we want to inform you of our Covid policy and highlight any questions that you may have.

The Scottish Government briefing on the 23rd of Feb 2021 advised that, in Scotland, we will have to continue working on the Tier system when restrictions start to be lifted on the 26th of April and that these Tier levels may change at any time if the data requires them to do so and I want to take the time to explain how this may affect your booking or stay with us.

1) You must check your local travel restrictions before you travel to Tìre whether that is in Scotland or elsewhere in the UK. We will advise you at your time of booking what your current Tier levels/travel restrictions and whether we can accept a booking provisionally or fully. Bookings will be accepted if you are currently living in an area with travel restrictions because, as above, we will monitor these as you get closer to your visit but you must understand we have the right to cancel these bookings if restrictions do not change prior to your visit. Your booking will be refunded if this is the case. **We will require a proof of address such as a driving license or utility bill upon your booking.**

2) You must adhere to the **Scottish Government Guidelines** on travel restrictions and other Covid restrictions such as social distancing and meeting with others indoors and outdoors whilst you are visiting us and these can be found at <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#travelbetween> and <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels>. As we all know the Covid-19 pandemic has been a very dynamic situation and it is important that travel and other restrictions are followed to protect yourself and our island community. If you are unsure then please don't hesitate to get in touch.

3) If the situation changes and Tìre or your home address is placed into Tier 3 or above before your stay with us, your booking for the site will be refunded in full. We recommend you have adequate travel insurance as any travel costs will not be covered by ourselves.

4) If any of these Tiers, 3 or above, are announced for Tìre while you are staying with us the sites will have to close. We ask that you rearrange your return journey with CalMac as soon as possible as per the Scottish Government guidelines. We will not force you off site whilst you wait for your boat space and any remaining days that you are not able to stay will be refunded.

5) If you are unable to get an earlier boat space due to capacity please adhere to all social distancing guidelines advised by the Government before your return journey home and please keep in contact with the Ranger Service. We will endeavor to keep you up to date as well.

Frequently asked questions

1) What happens if you develop COVID-19 symptoms before visiting or have been told to self-isolate?

A) Do not travel to Tiree. We have a proportionally high vulnerable and elderly community with no hospital. Please advise the Ranger as soon as possible and your site booking will be refunded. Again, we recommend you have adequate travel insurance to cover you for any other costs.

2) What happens if you develop COVID-19 symptoms whilst staying on a Croft Camping Site or have been contacted to self-isolate?

A) Stay on site and dial 111. Once you have done this and if you have been told to await a test please let the Ranger know. See infograph below. There may be other visitors due to arrive on site and to reduce the spread we need to know so we can put them elsewhere.

3) I've had my Covid vaccine, can I still travel to Tiree even if there are travel restrictions in place in my hometown.

A) No. Government advice and restrictions apply to everyone whether they have been vaccinated or not. We must all work together to protect others in our community

4) You have dialed 111 and been told to await a test but you need essential items like food and medicine. Can you go to the shop?

A) No, please contact the Ranger Service who will happily collect these items for you. There is an arrangement on the Island that shopping can be picked up and delivered for those that are ill or shielding. Once it has been delivered you then phone the shop to settle your bill.

5) You have COVID-19 and feel well enough to travel home or have been contact-traced and told to self-isolate, can you get the ferry?

A) No, see the infograph below produced by the UK Government and the NHS. It is important that you do not use public transport and you must tell us so we can cancel future bookings to that site and offer any support for you that you may require like shopping.

6) If you become unwell do you have to pay to remain on site?

A) Yes, see infograph below. The Government has advised that all accommodation costs are paid by the individual who is using the site/accommodation. Please ensure you have adequate travel insurance to cover any additional costs.

7) Someone has been identified as having COVID-19 on a site you are using/have used after you have returned home. Will you be contacted?

A) All site users contact details will be kept for 14 days after departure in case they are required to be handed to the NHS to allow for contact tracing. Your details will also be taken if you use any of the other facilities on the island such as the cafes and the pub but not the shops. We also advise that you download the NHS Scotland Test and Protect app.

8) Will your privacy be protected if you become ill or are contact-traced and told to self-isolate whilst using a Croft Camping Site

A) Yes, we will endeavor to respect your privacy. The Ranger will only let the site owner know and Tiree Community Development Trust management (The Ranger's employers). We ask that you let our local Medical practice know so they can be aware of the possibility of other cases on the Island and to offer you any support. Visitors who are due to use the site will be placed elsewhere and told that the site is closed at the Ranger's and site owner's request.

If you have any other questions, please do not hesitate to get in touch. We are here to help you enjoy your stay.

If you need to contact the Ranger whilst onsite you can do so by emailing ranger@tireetrust.org.uk or phoning 07506037113

Tiree Medical Practice 01879 220323

To keep up to date with Covid news on Tiree we also have a dedicated website www.tireetrust.org.uk/covid19/

What you need to do if you fall ill with COVID-19 symptoms whilst visiting

If you develop COVID-19 symptoms during your visit, do not ignore or try to hide your symptoms. It is important you act quickly to help yourself and protect those around you. It is your responsibility to stay safe and keep others safe.

COVID-19 symptoms are:

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

If you feel unwell and experience any COVID-19 symptoms you must:

- Stay indoors and self-isolate
- Arrange a test using your holiday address

Do not ignore your symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

You **MUST** notify your accommodation provider.

If you need medical advice while you wait for your test results please contact your regular (home) GP or call 111.

If you are staying or travelling with others, they must also self-isolate and take appropriate action based on your test result.

How do I book a test?

- Online: www.nhs.uk/coronavirus
- Call: 119

Please use the address of your holiday destination:

INSERT HERE

Test results are issued by text or email so you do not need to wait for your results if you are due to return home before your result may arrive. You must return home the most direct way and do not use public transport.

What should I do if my test is positive?

If you feel well enough to travel and do not need to use public transport, you should return home as quickly and directly as you can

If you feel so unwell that you cannot travel or cannot avoid public transport, you should continue to isolate and call 111 for further advice

It is important that you do not use public transport. You must also tell your accommodation provider that you have tested positive.

If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider.

My test was negative, can I stay?

Stay and enjoy your visit as planned but if you need medical assistance please call your own regular GP or 111.

Who to contact if you're unwell?

- If you are ill and need medical advice, call 111 or your own GP
- In the event of a medical emergency, call 999

Produced in partnership with the COVID-19 Health Protection Boards of Devon & Torbay, Cornwall & Isles of Scilly, Dorset, Somerset and Plymouth



Further advice on COVID-19:

NHS: nhs.uk/conditions/coronavirus-covid-19
UK Government: gov.uk/coronavirus