

## Mincarlo & Rosmarinus Guest Information 2021 (ref Covid-19)

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Dear guests - we're so pleased to welcome you back to Mincarlo this season!

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.

- Bryony 07815 818831
  - Nick 07748 102844
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### **!! Very important - before you travel !!**

**Please do not leave home if you or anyone in your household has had any symptoms of Coronavirus in the last 7 days.**

**Due to the recent surge in cases of Covid-19, for the benefit of reassurance please arrange a lateral flow test before you travel to the islands. They're easily available - links attached:**

<https://test-for-coronavirus.service.gov.uk/order-lateral-flow-kits/condition>

<https://maps.test-and-trace.nhs.uk>

**In addition to this, we recommend you bring a lateral flow test with so you are able to test during your holiday.**

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### Arrival & Check-In

Please make sure we know your travel arrangements - thank you.

We will do our best to make your accommodation available on arrival, but cannot guarantee this before 3pm, especially on busy changeover days. We will be in communication with you wherever possible to let you know when your room(s) will be ready, so please stay in touch with us & make sure we have a mobile number for you. We can store luggage for you if needed, just let us know.

Once you know your accommodation is ready, please check into your room(s) yourselves. Make your way up the front pathway to Mincarlo where you will have a lovely view of the harbour.

**Each individual guest must scan the QR code with your phone on arrival. If you don't have the means to do this**, we will need the contact details of everyone staying in your party aged 16 or over (name, date of birth, contact number). We would be very grateful if you email these to us before arrival, thank you.

**For B&B rooms** go on into the front porch. Please use the alcohol hand rub once inside the porch & scan the QR code. You should already know your room number from your booking confirmation email. We are still trying to minimise face to face contact in the house, but if you need us or you are struggling with your luggage please let us know and we will 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.

If you've labelled your bags for delivery from the Scillonian, these will be delivered direct to Mincarolo - please note this can sometimes take up to three hours but is generally a reliable service.

Please phone or text us to let us know you have arrived, thanks.

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## Breakfast (for B&B bookings)

We currently have three sittings for breakfast with tables being more spread out to comply with distancing rules. Each day please fill in a breakfast preorder form for the following morning and place these on the bench in the downstairs hallway by 8pm the night before. If choosing the dining-room, Diane will allocate a table to your room each morning. If choosing your bedroom, we will deliver this on a tray outside your door and knock to let you know it is there for you, so please be ready to come and collect your breakfast at this time. If eating breakfast in your room, please leave your tray outside your door once finished for us to collect. Thanks.

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**Facilities** - you will find more information in your room, but here are a few things that may be useful to know:

We can provide **beach towels** - please request these in advance if possible - thanks.

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 and we will pop them outside your room or set them up in the dining 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 hang your B&B room key on the hooks in the entrance to the dining room when you go out.

If you plan to bring 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 (also used as the luggage store on departure days for those travelling on the Scillonian). Hang your wetsuit on the hangers to air dry. Better than sharing your shower with a large piece of neoprene!

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## Payment

Please pay the balance on your accommodation before you travel & if possible, please make payment electronically by BACS. 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 can take card payments).

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## Departure

We will need full access to B&B rooms **by 9.30am** on your day of departure please, occasionally we can extend this to 10am depending on how busy the changeover day is for us.

Please remove pillow covers, duvet covers, sheets from beds (please make sure they are not inside out), leave these in your room, thank you.

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, thanks.

If you are leaving the islands later in the day we're able to store luggage for you. We also arrange luggage collection for the Scillonian so please let us know if you need to use this service.

## **!! EXTREMELY IMPORTANT - what to do if you get any symptoms of coronavirus !!**

It's important to remember that **if you experience any COVID-19 symptoms you, your household and anyone in your support bubble must stay indoors and self-isolate.** You should arrange for a PCR test as soon as possible. Please also phone Bryony or Nick to notify us; we will then stay in close phone contact with you. There is a special Covid testing system in place for the islands as follows:

**You should get a coronavirus PCR test if at least one of the following applies:**

- you have a high temperature
- you have a new, continuous cough
- you've lost your sense of smell or taste or it's changed
- you've been asked to by the local council

You can also get a PCR test for someone you're sharing the accommodation with if they have symptoms.

**To access a PCR test on the Isles of Scilly,** please call the Testing Helpline on 01626 204950. The helpline is open every day, Monday to Sunday, 8am to 5pm. You can also email [ccg.devoncovid19testing@nhs.net](mailto:ccg.devoncovid19testing@nhs.net) to request a PCR test.

If you have booked a PCR test because you are symptomatic, you will be contacted by the Local Incident Response Team who can offer support and answer questions.

On St Mary's, a mobile testing coordinator will usually come to you and test you, or a test will be delivered for you to self-administer in accordance with the instructions on the kit.

**!!** Please remember that if you need to get a test on the Isles of Scilly, **you must not visit the pharmacy, health centre or hospital** on St Mary's as you may inadvertently spread the virus. If you need medical advice while you wait for your test result, please contact your GP or call 111.

### **PCR Test Results**

PCR tests will be collected and sent to Truro for analysis as rapidly as possible and results provided to you by phone or email – this usually takes around 48 hours.

Please ensure you self-isolate whilst waiting for your test results and keep your phone charged so that you can be contacted with your results, or by the Local Incident Response Team or an NHS Test and Trace representative.

The Local Incident Response Team will undertake some initial security checks before sharing your test result with you. Currently, your results will also be shared with Health Protection South West. In the event that you cannot be contacted by telephone, you will be contacted via email to the email address you have provided.

You will be advised on what to do next when you are contacted with your test results.