

STAYS SAFE

St Andrews

Our COVID Charter

Working together to
make St Andrews safe
and secure for everyone.

[#LoveStAndrews](#)

[#LovetovisitStAndrews](#)



Over 300

**businesses and organisations
from across St Andrews have
come together to make our
town a safe and secure place
to visit, work and live.**

**By agreeing to this
charter, we are
committed to:**

Safeguarding our communities

Protecting the health and wellbeing of our visitors, residents, employees and students.

Caring for our visitors

Giving visitors the confidence to visit St Andrews and to safely experience our wonderful town and coast.

Securing our economy

As one of Scotland's top 5 most popular destinations, tourism accounts for around 1 in 5 jobs in St Andrews and contributes about £110 million per year to our local economy.

StaySafe St Andrews Strategy

We will work together to adopt a unique whole-town approach that strives to deliver the highest standards prescribed by government and is responsive to changing guidance over time.

This collective approach is embodied by "five Cs" - with **clean**, **considerate** and **cautious** actions, underpinned by **clear communications** and **community-minded** support.

Clean



Hygiene and cleaning protocols that deliver the highest standards outlined by the Scottish Government and other regulatory bodies.

Hand washing or sanitising facilities at entrances and exits to premises, and where there are points of contact around our premises or site.

Clear Communications



Communication with visitors before and during visits. We will ensure they receive our famous warm welcome. We will help them to understand and engage with the steps we are taking to make St Andrews a safer place for everyone.

Digital excellence, moving as much quality content online as possible, and ensuring that our websites are easy to navigate, up to date, and mobile-enabled, offering fast secure payment and booking options.

Considerate



Providing appropriate protective equipment for staff and visitors as required.

Social distancing to welcome guests, while operating proactive visitor flow management both inside and outside our premises for both staff and customers.

Community-minded



Striving to ensure St Andrews is open and accessible for everyone.

Encouraging positive localism, proactively working together with our community to build a culture of trust and respect, minimising our environmental impact and building a strong and resilient community.

Supporting the local economy by collaboration with local business, engaging local supply chains, promoting local buying and continuing to invest in the local community.

We will ask our visitors and residents to take individual and collective responsibility for helping to keep St Andrews a safer place. This includes:



Following the 'know before you go' approach.

Carefully planning to follow local and national guidelines.



Maintaining social distancing

at the prescribed distance.



Washing hands regularly

for at least 20 seconds.



Staying at home

if any symptoms of coronavirus are displayed by you or any member of your household.



Being patient and understanding.

We are all working to ensure that everyone feels safe and secure in our town and countryside.



Encouraging the use of face coverings where possible and practical.

Cautious



Effective and ongoing training for all staff in best practice protocols.

Ensuring rapid response protocols are in place for managing infections in line with Scottish Government Guidance. We will regularly update these protocols, publish them on our websites and ensure that all visitors are aware of them before their visit.



The following organisations supported the development of this charter and are committed to supporting its objectives and actions:

Tourism St Andrews Members	The Dolls House	Links Golf St Andrews	St Andrews B&B Association	Stay in St Andrews Members
The Adamson	Fairmont St Andrews	Lux St Andrews	St Andrews Beach Wheelchairs	Stay St Andrews
Adamson Links	Fife Farmers Market	Mitchell's Restaurant and Deli	St Andrews Botanics	Strachan Tours
Beach House Walk	Fife Tourism Partnership	Morrisons	St Andrews Citizen	Tailend
BID St Andrews	Fisher and Donaldson	Next Door	St Andrews Coach Houses	Tayport Distillery
Blown Away	Forgans	Old Course Hotel	St Andrews Community Council	Travelling the Fairways
British Golf Museum	Fraser Gallery St Andrews	Golf Resort & Spa	St Andrews Community Trust	University of St Andrews Community Fund
Byre Theatre	Haar Restaurant	The Peat Inn	St Andrews Environmental Network	University of St Andrews RBS
The Byre Theatre	The Hamish Foundation	Rufflets Hotel	St Andrews Golf Travel	University of St Andrews Student Association
Cairnsmill Caravan Park	Hams Hame	Savour St Andrews	St Andrews Links Trust	The Vic
Castlemount & Castle Cottages	The Haven	Scotland's Secret Bunker	St Andrews Voices	The Vine Leaf
Cllr Jane Ann Liston	Hotel Du Vin	The Seafood Ristorante	Starbucks	Visit Scotland
Community Aid St Andrews	Jannettas Gelateria	Short Stay St Andrews	Starfish Travel	The Wardlaw Museum
Craigtoun County Park	Johnstons of Elgin	Spoiled Hairdressing		Westport Printers
Criterion Bar	The Keys Bar	Spoiled Life		
Cromars	Kingsbarns Distillery			



This charter was commissioned by Tourism St Andrews, a volunteer Local Tourist Association constituted under the Fife Tourism Partnership

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The charter was developed by Urban Foresight for Tourism St Andrews.

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