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

#LoveStAndrews
#LovetovisitStAndrews
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.

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.
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.

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.

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.

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.

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

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

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

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