



## **Extra cleaning information for guests**

All hard surfaces ( e.g. tables, chairs, bedframes, worktops, window sills, door handles, light switches, hair dryers, TV remotes, kitchen appliances etc.) cleaned with a Multi purpose solution to deal with usual stains/spillages. Once dry, sprayed with a virucidal cleaner, left for 5 minutes & then wiped with a clean cloth.

This procedure will be applied to all outdoor furniture also.

Hard floors to be vacuumed then mopped with a diluted bleach solution.

All soft or porous surfaces (e.g. carpets, rugs etc.) that have sustained spillages will be cleaned with the appropriate product.

All bedding, towels, shower curtains will be washed in-house at the recommended manufacturers instructions with a disinfecting laundry detergent.

Windows & doors are opened to 'air' the property before each guest stay.

We are working to develop 'online' welcome books and resources using an App, which means there will be no risk of spreading the virus by touching the hard copy books & guides.

Our staff will wear PPE whilst cleaning the property & have been fully trained in the use of & appropriate disposal of PPE.

All staff will have completed the chosen Infection Control training before returning to work.

All cleaning equipment will be disinfected after use, vacuums, mop handles, brushes. Mop heads washed with bleach solution.

All cleaning clothes where not disposable (all bathroom cleaning cloths disposable) will be washed at 90 degrees.

Hand sanitiser will be available in common areas & communal toilet areas for guest use.

Hand soap in all bathrooms, toilets & kitchens.

Paper towels in communal toilet areas.

All our properties will be deep cleaned prior to reopening to guests. Thereafter we will revert to our normal rolling monthly deep cleaning programme of areas, unless circumstances dictate otherwise.

All staff will be temperature checked on arrival to work. No staff allowed on premises if displaying a temperature. A full Risk assessment of the properties & working procedures will be carried out prior to reopening to our guests.

We will continue to update & upgrade our policies & procedures as new advice & guidance becomes available.