

## Cottages to Let Additional COVID-19 Cleaning Routines

We pride ourselves on offering spotless accommodation at all times. However, with the presence of Covid-19, we have put in place additional measures to supplement our normal thorough cleaning routine.

To minimise the risk of covid-19 as far as is practicable we are paying particular attention to disinfecting with EN14476 approved Anti-viral disinfectant as much as we can, after our general clean, to help protect our guests as much as possible. Where anti-viral disinfectant can't be used, for example on soft furnishings, we are using a steamer.

### **Our additional cleaning routine and procedures will now involve:**

We have removed all but essential cushions from the property and those that remain will be steam cleaned. Remote controls will be placed in zipped polythene bags that will be changed, disinfected, and rotated during changeovers. The hospitality tray will be changed between guests.

Covid-19 can be spread by contact with surfaces contaminated with the virus. We will be disinfecting all high touch areas with bleach or EN14476 approved Anti-viral disinfectant, as appropriate.

### **High touch areas include:**

- All door handles inside and out
- All window latches and handles
- All hard surfaces where possible without damaging wood etc
- All light switches including standard and bedside lamps
- All handles/knobs on cupboards/ovens/white goods
- Stair banister
- Fridge/freezer inside
- Dishwasher buttons
- Cutlery drawer
- Heating thermostat
- Bathrooms, especially taps/toilet flushes/toilet seats, shower waste trap
- Kitchen, toilet and bathroom waste bins
- Leather sofa will be wiped with anti-bacterial wipes
- Cleaning equipment
- All hard floors and carpets will be vacuumed and steamed between guests
- Soft furnishings e.g. curtains, bed-headboards etc will be steamed between guests

### **Removal of Items difficult to Disinfect/Sanitize**

Items that would prove difficult to disinfect/sanitize between changeovers will be removed from the cottage. We hope this will not spoil your holiday in any way.

These items include:

- Books, magazines, & Games
- Decorative cushions on beds
- Visitor Leaflets & Maps
- Most ornaments (a limited number remain that can be sanitised)
- Condiments
- Throws
- bedside clocks/alarm clocks – we assume most people have these on their phones

We usually like to make sure that there is far more than actually required when it comes to crockery, glassware etc. However, as part of our enhanced cleaning procedure we will also be cleaning all crockery, cutlery, utensils, glassware, pots, and pans either in the dishwasher or with hot soapy water. Due to this we have removed all excess items to make sure that we can get through the procedure during the changeover cleaning time.

### **Bed Linen & Towels**

COVID-19 is also transmitted by virus droplets that are expelled when someone coughs, sneezes or speaks. Our bed linen and towels are washed and ironed by a contractor. Mattress protectors, pillow protectors, tea towels, and oven gloves are washed by us on a 60 degree wash cycle.

### **Our Welcome Folder**

The advice is not to leave a welcome folder in the cottage. All information regarding your stay will now be emailed to you prior to arrival. Please ensure that you familiarise yourself with the contents and that you can access it during your stay by downloading a copy and saving it onto your device.

For safety, we have printed out and laminated our fire action plan so that this is always available to reference in the property. This is now on display in each bedroom.

We have also left laminated information regarding Covid-19 guidelines and procedures to follow in the event that a guest suspects they have Covid-19 whilst staying at the property.

Information on the local area and attractions can be found online but should you have any specific queries please contact us.

*With all these additional procedures in place, we hope we can mitigate the risk of transmitting COVID-19 between our guests and that we can put your minds at rest that we have done everything we can to achieve this. However, we obviously cannot guarantee that we are COVID free.*