

# Welcome

We know that cleanliness is incredibly important and plays a key part in the health and safety, satisfaction, and overall experience of a guest's holiday. Now more than ever, it is critical to reduce the risk of spreading infection.

We want you to know that we are doing our part to help our guests stay safe by cleaning and disinfecting frequently touched surfaces before you check in and by paying even more attention to our laundry, our bathroom and toilets and our cleaning protocols than we usually do.

Below is a summary of what we are doing to reduce the risk of spreading infection. We will:

- make **effective use of PPE** for cleaning and maintenance
- use **effective** disinfectants
- use a range of cleaning methods including **sanitising wipes and steam cleaning**
- implement **contactless key collection** for all guests
- **limit contact with guests** where possible
- ensure us and our staff and contractors are **appropriately trained, equipped and using consistent information and cleaning checklists**
- write a **cleaning standards document, and use it** ourselves, with staff, contractors, and our guests to give transparency
- provide **property information packs via email** or other online facility wherever possible
- amend our **check in and check out times to accommodate additional cleaning** and allow for extra time for sanitisation to take effect
- ensure we, our staff and our contractors **adhere to social distancing measures**

## Involving our guests

We have a lot of repeat visitors to Clematis Cottage. If you have stayed with us before you will notice that the cottage looks a bit different and all visitors you may notice a few things that might make you frown at first. To keep you safe we will have to:

- put our **guest arrival time back to 4pm** to allow us time for additional cleaning
- implement a 5 point cleaning protocol – **prepare, clean, sanitise, check and reset**
- scientific research has proven that human coronavirus can survive for different lengths of time on different surfaces, and also that it is most easily transferred by contaminated surfaces
- sanitisation involves using some harsh chemicals some of which will leave a residue on our surfaces making them look smeary and even discoloured. To polish them afterwards would defeat the object so we will all be stuck with the smell of bleach and a lack of sparkle for a while 😞 as we sanitise each room as we leave, finally wiping the handle of the outside door as we close it and wipe the key before we pop it into the key safe!
- To **reset** a room means **we will wear clean PPE** before we make your bed up, set out your towels and replenish toiletries, toilet rolls, disposable hand towels and the like especially for your personal use as a family
- During 2019 and 2020 we have been trying really hard to reduce our carbon footprint and the use of single use recyclables because we know this is important to many guests. Unfortunately, the onset of COVID-19 means that we have to reintroduce some of the things we had phased out and bring in even more measures like individually wrapped tea bags, coffee sticks and toilet rolls, new packs of disposable paper towels and to make sure that nothing is shared guest to guest

- Human coronavirus can remain on carpets and fabrics for up to 72 hours (it cannot survive temperatures of 60 degrees or higher) so we will wash everything we can, however for those things we cannot wash we will remove so for the foreseeable future we will remove cushions, throws, spare blankets and the like leaving behind only carpets, curtains and items that can be washed or put out of use between changeovers. So, you can be assured that anything we leave behind is safe for you to use.
- We always leave our cleaning supplies for our guests to use during their stay and we know this is really valued by our guests. We will continue to leave these together with new supplies of sanitising wipes, disposable gloves and cleaning chemicals suitable to kill human coronavirus. If you do use these please read the instructions carefully so as not to harm yourself or others given that will most likely be unfamiliar to you.
- We will where possible have left at least 48 hours between changeovers to allow any contamination that may be present in the property to diminish but where this is not possible we will be doing our best to cover all bases
- We may have to remove books, magazines and printed material
- We may have to remove ornaments and any superfluous decorative items

Please do not be offended when we ask you if you have been suffering any symptoms of COVID-19 in the period of 14 days leading up to your holiday. If you have, we expect you to be in **self-isolation**, to **not** be travelling and **not bringing infection into our community**.

Likewise we expect you to **tell us if you have suffered any symptoms of COVID-19 during your stay** so we can take necessary precautions as we enter to clean the property.

During your stay we ask you to use the **dishwasher on a high temperature** over 60 degrees to ensure any contamination is destroyed on crockery, cutlery, glassware etc

As you prepare to leave the property, we will be asking you to carry out a few tasks that we usually do ourselves. This is to protect us; our staff and contractors from contamination. **We would like you to:**

- **Remove the linen from your beds** and to put pillows and bottom sheets inside your duvet cover, fold over the top and leave in the room for us to send straight to laundry
- **Place used towels, blankets and bed throws in a neat pile** next to your bed linens
- **Empty the bins** in bedrooms, bathroom, cloakroom toilet and kitchen and to place refuse in a black rubbish sack provided and outside into the black wheelie bin. Any recycling is to be removed and placed in the blue wheelie bin.
- **Put your key back in the key safe** when you leave and to scramble the code

More than anything we want you to enjoy your holiday with us and we thank you so much for staying with us and for supporting our family business.

We hope to welcome you again in the future when all our taps and mirrors will be sparkling and smear free 😊



