



Changes to our cleaning protocols considering the risks of Covid-19

Cleaning Protocols – Covid-19

Your arrival

Contactless entry – our usual procedures still apply. You will be provided with instructions to retrieve your keys from the key safe located at the property. This will have been sanitised before your arrival.

Revised arrival and departure times – Arrival is from 5pm and departure is before 9am.

These times have been extended to accommodate the extra cleaning protocols we have introduced to clean and sanitise the property prior to your arrival, primarily for your own safety but also to provide a safe working environment for our cleaners. Please do not arrive any earlier to the property as you will be refused entry. Please do not disturb the housekeeping staff whilst they work hard to prepare the property for your own safety and comfort.

Earlier Arrival/Later Departure Requests – whilst we would normally do our best to accommodate these, please appreciate that for the foreseeable future we are unable to accommodate earlier arrival or later departure requests. This is due to rigid housekeeping schedules to accommodate the Covid-19 cleaning protocol. If the property is ready significantly earlier, the housekeeper or owner will contact the lead guest by mobile, if a number has been provided.

Hand Sanitiser – this will be provided in the property, please use it upon arrival. Kindly do not remove from the property.

Essentials – we have provided slightly more essentials than usual, such as toilet roll, kitchen roll and dishwasher tablets. Cooking oil, salt, and pepper and sugar remain in the cupboard, use at your own discretion.

Welcome Hamper – we have slightly altered our usual hamper and all products are safe for you to handle and consume. The hamper is entirely complimentary, but we realise that under present circumstances some of our guests may wish to bring entirely their own items with them. Please let us know if you would prefer to not receive a welcome hamper.

Complimentary toiletries – we have been working to use refillable bottles instead of single use plastics. Antibacterial liquid soap is provided for guests in dispensers in the bathrooms and kitchen, details of the exact ingredients can be found in the Guest Information and Advice Folder.

Guest Information and Advice Folder – our usual comprehensive information folder is still available on the coffee table in the living room of the cottage and the plastic wallet pages are easy to sanitise. Please note that our cottage information pack is now digital (to



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minimise touch). This includes important/emergency contact details, information on local amenities, household information and risk assessments, and can be viewed here:

<http://grassdalecottages.co.uk/digital-information-pack/>

A selection of brochures are located in the cupboard in the kitchen beneath the cupboard that houses the boiler, use these at your own discretion.

De-cluttering the Property – High-touch objects – we have made efforts to reduce the amount of things in the property that are difficult to sanitise between occupants, such as extra cushions, throws, difficult-to-clean ornaments, some books and board games.

Books and board games – you may find some books and board games will have been left in the property. These physically cannot be sanitised between uses, so use these at your own discretion, or alternatively bring your own books and games with you.

Hairdryers – these remain in the bottom bed side table drawer of our two larger bedrooms. Please use at your discretion.

Kitchen items – everything usually provided in the kitchen will still be available for your own use. All items are deemed to be clean but not sanitised. You can then use these items at your discretion or place in the dishwasher before use. Guests are encouraged to use the dishwasher throughout their stay.

Linens and Towels – all linen and towels are washed on a hot wash as standard. All mattress and pillow protectors will be changed between occupants and go through the same washing procedure as the bedding.

Removing bedding before departure – please remove all bedding and mattress protectors from the beds and bag up per bed used in the refuse sacks provided in the cupboard under the sink in the kitchen. Gather all towels and bathmats into a further refuse sack and finally use a separate smaller plastic bag for any tea towels, hand towel (from the kitchen only) and oven gloves used during your stay. We kindly ask you to comply with this request for the safety of our housekeepers. Please see more information about 'Your Departure' below.

Hand Sanitiser – a bottle of hand sanitiser will be provided in the property. Please **do not remove from the property** or take home with you, it is for use in the property only.

Cleaning Materials for your own use – a cleaning product containing disinfectant will be provided in the cupboard above the washing machine in the kitchen for your own use during your holiday, as well as other regular products, however we recommend you bring your own products that you are comfortable in using. **HOWEVER PLEASE DO NOT BRING OR USE BLEACH** it is unnecessary when a more suitable disinfecting product that will not cause damage to furnishings is provided in the property for you. If any damage is found to be



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caused to the property through the misuse of bleach there will be a charge made for replacement of the item.

Housekeeper PPE – our housekeeping staff have been advised to wear disposable aprons, eye protection, gloves, and a face mask. This is for your protection, as well as theirs. Used PPE will be taken away with them, not disposed in the refuse bin at the property.

Keeping our staff safe – the use of PPE and our changes in arrival and departure times is to reduce contact between yourself and anyone else, so please respect this when considering arriving earlier to a property. Please don't be alarmed if the housekeeping staff are working inside and they do not answer the door, as they are considering your safety as well as their own. Please be mindful that the extra measures being taken are to ensure you have a comfortable holiday with us, so thank you for your patience.

Your departure – what we ask you to take responsibility for

For the safety of our staff, we kindly ask that you complete the following upon your departure:

Empty all bins – please bag up and empty all bins in the property and take to the refuse bins at the rear of the property

Bag up all used laundry – please use the refuse sacks provided and gather all used bedding, mattress protectors, towels, bathmats, and any other used laundry items. Please bag tea towels, the hand towel (from the kitchen only) and oven gloves used during your stay in a separate bag.

Place any used items through the dishwasher – during your holiday please wash as much as you can using the dishwasher. It is not a problem if the dishwasher has been set away upon your departure, the housekeeping team will empty it upon arrival.

Ensure you depart on time – please ensure you depart by no later than 9am, as this could compromise the duties of the housekeeping team and impact on the next guest's arrival to their holiday.

Thank you very much for your compliance which helps enormously in providing a safe and comfortable holiday home for all guests to enjoy.