



# **CUSTOMER GUIDELINES**

## **to help prevent the spread**

### **of COVID-19**

We know that your holiday is precious time for you, your family and friends and that is why we want to make it as hassle free and safe as possible. These guidelines are to help reduce the risk of COVID-19 during your stay and so that you too can play your part.

## **Prior to your stay**

We hope that you have a safe and pleasant journey and stay. Here are a few reminders before you leave your home.

Check that no one in your booking has any signs or symptoms of COVID-19. If you or any of your party develop or have any symptoms of COVID-19 within 14 days of your holiday or receive a track and trace alert, you must inform us straight away or at least 48 hours before you travel and again if this occurs within the last 48 hours before departing your holiday. If they do, they are not permitted to stay and must isolate as per the current Government guidelines. Staying at the property is not self isolating and it puts further lives at risk.

There are a few items that in the past you would not have made your holiday essential list, but it would be wise for you to consider packing the following items alongside your sun glasses, sun cream and beach towels:

- ❖ Face Masks
- ❖ Disposable Gloves
- ❖ Hand Santiser
- ❖ Handwash
- ❖ Disinfectant Wipes
- ❖ First Aid Kit – Including Paracetamol and Thermometer
- ❖ Picnic Blanket . Wind Break and Markers
- ❖ Tickets/Advance Bookings
- ❖ Oven Gloves

Do not forget Food - if your local shops are currently busy then the ones in smaller towns and tourist destinations are likely to be even busier. Local shops may open and close at limited times. Many of the big supermarkets have more delivery slots opening up, particular if you order in advance.

Have you downloaded the track and trace app? (Hopefully you will not need it, but just in case).

## **During your stay**

We are doing our part in reducing the spread of the COVID-19 virus and whilst we appreciate that you will want to enjoy your holiday we ask guests to assist us in the following ways:

- When you arrive at the property please use the alcohol dispenser provided next to the main entrance and remember to use or wash your hands for a minimum of 20 seconds each time you return to the property from a day out.
- Wash your hands as per the current Government Guidelines

- Please maintain social distancing guidelines at all times, and do not invite anyone back to the property that is not currently on the booking. If you need to meet with people please do so in accordance with social distancing guidelines.
- Please keep the property clean as you go, we will naturally deep clean the property following your departure.
- Please make sure all rubbish and waste is disposed of properly in secured bags.
- We do not normally ask guests to strip beds. But during this time, we kindly ask that you place your bed linen into one of the red bags provided and towels to be placed into the other red bag. Please tie the tops of both bags tight. There is one red bag per bed and a separate red bag for towels.
- If you or any of your party become ill or display and symptoms of COVID-19 or receive a track and trace alert while you are at the property, you should call us straight away. This allows us to ensure that the property is empty for a sufficient period of time after your stay, prior to the next guest arriving. This also protects our team. You will be asked to leave the property and proceed to your home, without stopping (don't forget to have enough fuel on board if you are travelling by car). You then need to follow current guidelines in regards to self isolating.
- You are not permitted to self isolate at the property.
- You will have noticed that items such as games, books etc have been removed. We apologise for this but it is necessary to prevent the potential spreading of COVID-19.

**We hope you enjoy your stay.  
If you should have any questions please do not hesitate to get in touch.**

## **Cleaning Checklist – This is what we are doing.**

**In addition to the below we have also fogged the property and allowed sufficient time for you to enter the property.**

### **Ventilate rooms before you clean**

Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.

### **Wash your hands thoroughly before and after each cleaning**

Use soap and water, and scrub for at least 20 seconds. If that is not possible, use a hand sanitiser with at least 60% alcohol.

### **Wear disposable gloves while you clean**

Gloves should be thrown out after each cleaning. And make sure you wash your hands immediately after gloves are removed.

### **Stock up on paper towels, disinfectant wipes, and other disposable cleaning supplies**

If you prefer to clean with reusable products, machine wash them at the highest heat setting appropriate for the material.

### **Clean and then disinfect**

Cleaning is when you use soap or detergent and water to remove dirt, germs and impurities. Disinfecting refers to the use of chemicals like bleach or alcohol to kill germs. Doing both is the best way to reduce the spread of infection.

**Use the right disinfectant**

Diluted household bleach solutions, cleaning products with at least 70% alcohol, and most common disinfectants registered by the Environmental Protection Agency are believed to be effective against the coronavirus.

**Focus on frequently touched surfaces**

Light switches, doorknobs, remote controls and faucet handles are just a few of the areas you will need to disinfect. (Check our list of frequently touched surfaces on the next page).

**Don't forget about sofas, rugs, drapes and other soft, porous surfaces**

Carefully remove any visible dirt or grime, then use the appropriate cleaner for the material. If possible, machine wash items according to the manufacturer's instructions.

**Wash all linens at the highest heat setting recommended by the manufacturer**

That includes bed sheets, mattress covers, hand and bath towels, kitchen towels and blankets. Wear gloves when handling dirty laundry. Do not empty the red bags with linen, place them straight into the washing machine within the bag. If you need to open the bag this must be done in the open with full PPE, face fitted mask, protective gloves and apron, following completion, retie the bag, remove PPE and wash your hands as per the guidelines.

**Clean and disinfect laundry baskets and hampers**

Consider using a liner that is either disposable or machine washable.

**Empty the vacuum cleaner after every cleaning**

Disinfect the vacuum cleaner, along with other cleaning appliances like the dishwasher and washing machine (where applicable).

**Remember to check the expiration dates on your supplies**

And never mix household bleach with ammonia or other cleaning solutions – doing so can release toxic gases.

