

Changes we have made

Adjusting changeover processes in response to Covid-19

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Introduction

As we prepare to reopen our doors following the easing of the lockdown restrictions, in order to best protect our guests from the risk of exposure to Covid-19, some changes are necessary to the way we all work and what we provide.

This document details the changes we have made when changing over our properties between bookings. It has been created in line with the latest Government, Public Health England and Health & Safety Executive guidance and recommendations (where available) and will continue to be updated in line with Government Guidance and any Legislation.

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1. Essential safety checks

1a. Legionella (flushing the water system)

This has been done (June 2020)

1b. Ensuring your safety certificates are valid.

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PAT and Fire risk assessments are all up to date. (May 2020).

2. Decluttering your property

We have removed all non-essential, high-contact items that are impractical to clean to reduce the risk of viral transmission. These include, but are not limited to:

- Books
- CD's
- DVD's
- Board/card games
- Toys
- Ornaments
- Leaflets and maps
- Guest books
- Soft furnishings (including cushions, bed-throws etc)

We also recommend minimising the amount of crockery, glassware, cutlery (retaining the amount equal to twice the occupancy of the property) and other kitchen utensils, to ensure that all kitchenware within the property can be cleaned each changeover.

3. Welcome packs

Welcome packs will be provided, however:

- Only pre-packaged products will be provided (none of our homemade scones).
- All packaging will be wipeable.

4. Key

Key will be left in the door (clean) on your arrival.

5. Working with you

Maintaining a safe environment for all requires guest cooperation.

Before your holiday

- The arrival and departure times have been changed to allow for increased cleaning in your holiday home.
 - Arrival from 7pm.

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- Departure 9am prompt. We request that you respect this earlier check-out and are ready to vacate the property on time.
- Think about items such as books and games you might want to bring with you as there will no longer be any in the property. Our play-barn and outdoor play equipment will also be out of bounds.
- We will provide hand soaps and anti-bacteria spray, dishwasher tablets and washing up liquid as well and a couple of toilet rolls and a kitchen roll.

During their holiday

- Following government guidance on social distancing and regular hand washing (including washing your hands each time you arrive at the property).
- Please let us know if you become unwell and are advised to have a Covid-19 test, so that we can take appropriate action to protect future guests.
- In the unlikely event that you do suspect that you have Covid 19 or are displaying symptoms, we would respect it if you vacated your property early. This would allow us to deep clean before future guests arrive.
- Please try to open windows when the weather and temperature permits (when you are in the property) to keep the property as well ventilated as possible.

Prior to departure

- Place all personal rubbish e.g. tissues and face wipes into a plastic bag and then into a rubbish bag before putting into the wheelie bin/dustbin, along with your household rubbish.
- Strip beds and place all bed linen and towels (including the tea towels and face flannels) into plastic bin bags provided prior to departure (one bag for the bed linen and one bag for the towels).
- Load and start the dishwasher (ensuring there are no dirty or used items requiring washing up).

6. Our enhanced cleaning regime

The following is a guide to the enhanced cleaning that will be carried out at your holiday property.

6a. Clean, then disinfect high-contact areas

Fortunately, normal cleaning methods/products appear to kill Covid-19 and as such specialist cleaning is not required, however, there are additional things which have been considered to ensure risks of infection is minimised.

We will clean and then disinfect all high-contact areas and items - such as bathrooms, door handles, banisters, remote controls, lamps and light switches.

6b. When to clean (changeovers)

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It is recommend commencing work no sooner than 3hrs after guests have departed. New check-in and check-out times (7pm and 9am respectively) have been established to help accommodate this and the additional cleaning required.

Changeover cleaning will not take place until all guests have vacated the property. This is essential to helping ensure that the property is cleared of all traces of the previous guests in preparation for the incoming guests.

6c. Preparations (including PPE requirements)

We will be doing the following while we clean.

Washing hands thoroughly

Hands should be washed for a minimum of 20 seconds, using soap before and after each clean. Alternatively, a hand sanitizer with at least 60% alcohol may be used. Consult the product label for correct usage instructions.

Use the correct Personal Protective Equipment (PPE)

- 1) When cleaning the following PPE will be used:
 - Face covering. This can be a cloth covering the mouth and nose. It is not a face mask used in clinical settings - these need to be reserved for key workers that need them.
 - Eye protection.
 - Disposable gloves.
 - Apron.

- 2) PPE will always be changed before handling clean items that will be left in the property, such as fresh linen for making up beds, or clean items from the dishwasher.

Ventilate the property

Opening doors and windows to help to improve ventilation and help fresh air flow through the property.

6d. Bed linen and towels

New guidance for guests requests they bag used bed linen and towels prior to departure. A black bin bag will be provided for each,

- We use pillow and mattress protectors

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6e. Provision of essentials (soap, washing up liquids etc)

New cleaning cloths, washing up sponges will be provided for each new set of guests.

Provision of a suitable disinfectant and hand sanitiser will be left for your use during your stay.

7. Revised check-in and check-out times

The time required to clean and disinfect each property will undoubtedly increase. To help manage this, a new check-in time of 7pm and check-out time of 9am will apply to both properties. It is imperative that you please respect these new times to protect both our guests and ourselves.

8. Maintaining guest confidence

It is important that you are aware that the new requests we make of you (such as bagging used linen) and changes to normal service (including revised check-in/out times) are essential measures, implemented to help keep us all safe.

The cleanliness of our property is presently of heightened importance to us and our guests; you need to feel safe and comfortable during their stay. In addition to ensuring high standards of cleanliness.

We will:

- Provide a good supply of essential items, such as toilet rolls and dishwasher tablets
- Providing additional cleaning products.
- Will recommend local walks, safe destinations and provide other local tips.
- We will recommend great places to buy local foods, wines, cheeses etc,
- Provide a list of restaurants, cafes, pubs etc that are providing a pre-order and collect or delivery service.