

## HOLMWOOD COACH HOUSE ENHANCED CLEANING PLAN

We are following an enhanced cleaning plan paying particular attention to high touch areas.

### *Before starting*

- ventilation – air the property during cleaning
- check all the correct cleaning products are ready to hand and notify if anything is missing or needs replacing
- thoroughly clean hands with handwash and dry on towels provided
- use disposable cloths or paper towels or wash reusable cloths and mops.

### *Cleaning surfaces*

Wash and clean high touch points and hard surfaces, firstly using hot water and washing-up liquid and then using disinfectant. See below for 'high touch points' checklist:



*High touch points checklist*

*Please give special attention to all flat surfaces and places that people touch most frequently.*

General:

door handles  
light switches – wall, table lamps and standing lamp  
stair hand rails  
waste bins  
recycle bin  
tv remote controls  
iron

Bathroom:

tap handles  
bathroom surfaces  
tooth brush holder  
toilet flush  
toilet brush

Kitchen:

appliance handles and dials -  
kettle  
fridge  
oven/hob  
dishwasher  
washing machine  
microwave  
toaster  
food prep areas, worktops and shelves

Bedroom:

hairdryer  
furniture - chest of drawers, wardrobe, bedside tables

Sitting area:

wood-burner, pokers and mitts

### *Bedding*

Use cotton bedding and wash on a full 60 C degree full wash cycle.

Two levels of pillow protectors and a mattress protector are provided clean for each stay.

If you have any reason to believe that the guest has coronavirus symptoms, double-bag the linen (do not shake) and leave it for 72 hours before cleaning. See below for Government specific guidance to be followed if suspected case of contamination.

### *Vacuuming*

Vacuum floors and soft furnishings. Steam cleaners are also available for carpeted areas, soft furnishings and curtains.

### *Cleaning products for guests*

Make sure guests have ample supply of disinfectant, cleaning products, hand wash, tissues, kitchen roll and towels.

### *Guest information and welcome*

Only sealed items will be provided on the welcome tray.

Pre-arrival it is suggested to guests that they may like to bring indoor footwear so that outdoor shoes can be removed when inside the coach house.

Guests are asked to air the property as much as possible during their stay.

General and local information is provided to guests in digitised form or via our website as much as possible. A small selection of guide books and maps are provided but leaflets and brochures are not.

### *Check-in times*

We have spaced out our bookings so that we have sufficient time to prepare.

### *Housekeeping*

We discuss our procedures with our housekeeper, listen to feedback so that any issues are quickly flagged up and dealt with promptly, and keep them informed of any changes. We ensure that they have the appropriate products and they will let us know what they need or are running out of. We will continue to observe social distancing with them. If they or their family has symptoms, they will let us know and follow the latest NHS guidance.

### *NHS guidance*

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

### *Government guidance*

We will continue to monitor government guidelines and update and change our protocols to reflect any changes as knowledge about the coronavirus increases.

### *Government specific guidance to be followed if suspected case of contamination*

The government guidance explains what to do if it is suspected that someone with Covid-19 has visited and how to approach extra cleaning after they have gone.

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/>

### *Self-catering sector guidance*

<https://www.pascuk.co.uk/standards>  
<https://www.sawdays.co.uk/our-clean-and-safe-charter/>

