

## CLEANING & OPERATIONAL CHARTER 2020

### Our pledge

The cleanliness of our properties has always been paramount to us and due to the new guidance to combat COVID-19, we have absorbed the processes and products necessary to ensure we are adhering to Government guidelines. Our risk assessments will be available on our website for each property.

Our housekeeping team have been issued with goggles, masks, gloves and disposable aprons to be worn and changed on each changeover.

Extra cleaning time and care will be given to sanitise high traffic touch points such as (and not limited to) keys, key safes, light switches, sockets, toasters, kettles, door handles, telephones, remote controls, radiator dials, handrails, bedside light switches.

We will wash but not be sanitising our crockery, pots, pans, cutlery and glassware. Guests are advised to wash these with hot soapy water before use.

The cottages will be “aired” while our housekeepers are at work. Guests are asked to open windows during the stay as much as possible.

Where possible, cottages have had books, leaflets, games, CDs, DVD’s and hairdryers removed. Where any items remain, these items have been laminated or are in wipe down covers.

Where books or games remain, guests are asked to wash and sanitise their hands before and after use if using any of these.

We regrettably no longer provide tea, coffee, sugar or condiments.

All bedlinen and towels are washed at 60 degrees or higher for a 30 minute cycle or longer

All floors, hard surfaces and touch points are cleaned with disinfectant which conforms to BS EN 14476 (certified to eradicate Sars COV-2 Coronavirus)

### Guest Requirements

Hand sanitiser is provided at each property and antibacterial handwash. Guests are asked to follow the Government guidance for handwashing and sanitisation.

To minimise the handling of linen by our housekeepers and to help reduce risk, our guests are kindly required to strip beds at the end of their stay and put towels in the bags provided.

Guests are required to leave windows open as much as possible to encourage air circulation during their stay.

Guests are required to empty the fridge, remove and empty all rubbish from waste bins prior to departure.

It is important that guests depart no later than 9.30am from the properties and arrive no earlier than 4.30pm to ensure there is no cross over between our housekeepers and guests. We ask that guests strictly adhere to these times which will be crucial to ensure our teams can clean and prepare the property following the Government guidelines and distancing rules.

If during a stay, any person starts to show symptoms of Coronavirus, they must inform us immediately and appropriate steps will be taken.

The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Runswick Bay Cottages, our owners and housekeepers remain committed to this charter. As Government guidance changes frequently, this is a working document and will be revised accordingly.

Please contact me if you have any queries - Helen, Runswick Bay Cottages T: 07970 300068

**We would like to thank everyone for their co-operation during these difficult times.**

**26<sup>th</sup> June 2020**

Runswick Bay Cottages are part of the Visit England “We’re Good to Go” Assessment scheme

Acquiring the Industry Standard mark means that our business has followed government and industry COVID-19 guidelines, has a Risk Assessment in place and a process to maintain cleanliness and aid social distancing

