



# ELM TREE FARM

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## SELF CATERING COTTAGES

### COVID-19 CLEANING PROTOCOL AT ELM TREE COTTAGES

We are so looking forward to welcoming you to Elm Tree Cottages. Providing a safe and clean property has always been one of our highest priorities but we wanted to let you know what extra steps we are taking for you.

On arrival, the cottage will be unlocked and the keys will be sanitised and left on the dining table for you. You will find hand sanitiser, anti bacterial spray and cloths under the kitchen sink in all cottages.

Our guest information packs are stored in wipeable laminated folders. These contain the same information that we email to you ahead of arrival.

We will continue to provide sealed welcome items to guests. These will, for now, be placed on the table, rather than in a basket.

We have removed non-essential amenities that could be regularly touched (e.g. toys, games, books, flyers). These remain available upon request.

#### **WHILST CLEANING WE WILL:**

- Not work if we have symptoms of COVID-19;
- Work to the government social distancing guidelines;
- Provide staff with face masks and disposable gloves;
- Wash our hands / sanitise on arrival and after gloves are removed;
- Open windows to allow fresh air to circulate the property whilst cleaning;
- Disinfect kitchen brushes and sponges with detergent and warm water;
- Spray soft furnishings and carpets with disinfectant spray;
- Remove dirty linen from the property before cleaning commences and use fresh clean gloves to put out clean towels and linen onto the beds;
- Machine wash all linen, mattress/pillow protectors, tea towels (even unused ones) and cleaning cloths at 60°C;
- Run all crockery, glasses and utensils through the dishwasher;
- Sanitise frequently touched surfaces - see full list on the next page.

Due to the above measures, additional time required and potential for air born germs to survive, we do request that all guests honour our check in time of 1500 and check out time of 1000.

For guests staying more than 7 nights, requiring a mid stay clean, we request that you vacate the cottage at the agreed time to avoid contact with cleaning staff.

If you are staying longer than 7 nights but would prefer that we do not enter the cottage during your stay, we can provide clean linen and towels for you to change yourselves.



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### COVID-19 CLEANING PROTOCOL AT ELM TREE COTTAGES CONT.

#### WHAT WE ASK FROM YOU:

- Bedding & linen – please could you strip beds and place dirty linen into orange linen bags provided on departure;
- Please air the property by opening windows during your stay;
- Please put your waste in a tied plastic bag and dispose it in an external bin;
- Please notify us immediately if anyone in your group develops COVID-19 symptoms.

#### FREQUENTLY TOUCHED SURFACES TO BE SANITISED BETWEEN STAYS

Door handles  
Door frames  
Surfaces  
Floors  
Appliances and kitchen items  
Light/lamp switches  
Remote controls  
Tables  
Window sills and handles  
Thermostats  
Hairdryers  
Stair railings  
Ironing boards and irons  
Bins (indoor and outdoor)  
Plugs and cables  
Mirrors, tiles, towel rails etc  
Soap dispensers & toilet flushes  
Blind cords/pulleys  
Indoor/outdoor furniture & chairs  
Bed frames and headboards  
High chairs, cots and all baby equipment