

HOUSEKEEPING & CLEANING

Following the latest Government guidance, we reopen with an enhanced housekeeping & cleaning regime. We have carried out a risk assessment and aim to do our utmost to limit the spread of the coronavirus. To keep our guests and our cleaning team as safe as reasonably practicable we are undertaking these measures

WE WILL LEAVE A 24 HOUR BOOKING BUFFER

With the aim to reduce the risk of potential exposure to the coronavirus, which can remain in the air or on surfaces.

GUESTS REQUESTED TO VENTILATE ROOMS (OPEN WINDOWS) BEFORE LEAVING.

Allowing fresh air to circulate for at least 1 hour before we enter to clean. If possible, we also leave all windows and doors open during the entire cleaning process.

WE WILL WASH OUR HANDS THOROUGHLY BEFORE AND AFTER EACH CLEANING.

Using soap and water, scrubbing for at least 20 seconds.

WE WEAR DISPOSABLE GLOVES WHILE WE CLEAN.

Gloves are thrown away after each clean and between stripping and remaking the bed. We make sure we wash our hands immediately after gloves are removed.

WE HAVE STOCKED UP ON PAPER TOWELS, DISINFECTANT AND OTHER CLEANING SUPPLIES.

Where possible, we prefer to clean with reusable products, but we machine-wash them at the highest heat setting appropriate for the material after each clean.

WE CLEAN, THEN DISINFECT.

We clean with soap or detergent and hot water to remove dirt, germs and impurities. Where we can, we disinfect with chemicals tested to European standard BS EN 14476, which are effective against enveloped viruses (like coronavirus). Doing both is the best way to reduce the spread of infection.

WE FOCUS ON FREQUENTLY TOUCHED SURFACES.

Light switches, doorknobs, remote controls and toilet handles are just a few of the areas we disinfect. (Check out our list of frequently touched surfaces on the next page.)

WE DON'T FORGET ABOUT ARM CHAIRS, CURTAINS

We carefully remove any visible dirt or grime with a vacuum cleaner and have removed all cushions temporarily.

GUESTS ASKED TO BAG UP LAUNDRY

To minimise the risk of the cleaning team contracting the virus, a laundry bag will be provided for guests to bag up all bed linen, towels, bath mats, robes, tea towels. It is recommended laundry is not shaken to avoid the virus being dispersed into the air

WE WASH ALL LINENS AT THE HIGHEST HEAT SETTING RECOMMENDED BY THE MANUFACTURER.

We have all our towels, bath mats, robes, bed linen, mattress and pillow protectors professionally cleaned, they are returned to us in sealed bags and only opened when we make up Larch Loft for you. We wear gloves when handling dirty laundry.

WE EMPTY THE VACUUM CLEANER AFTER EVERY CLEANING.

We disinfect the vacuum cleaner, along with other cleaning appliances like the dishwasher and washing machine.

AFTER THOROUGH CLEANING - WHAT WE DISINFECT

We pay special attention to these frequently touched surfaces.

BEDROOM

Disinfect all frequently touched surfaces:

Door handle, electric fan, hangers and luggage rack, wardrobe door handle, handles of bedside tables and side table, bedside lamps switches, TV remote, light switches, blind pull cords, bin, thermostat, hairdryer, window sills and window handles

We have removed books and board games whilst this cleaning regime is in force to limit the possibility of the spread of the virus – we'll keep reviewing this.

BATHROOM

Replace shower curtain.

Disinfect - Door handle, taps, toilet handles, toilet seat and lid (flush with lid down), window sills and window handles

We won't be leaving you any toiletries, whilst this cleaning regime is in force to limit the possibility of the spread of the virus – we'll keep reviewing this

KITCHEN

Empty and reload dishwasher

Disinfect – ironing board, door handles, blind pull cords, all appliances, dishwasher and washing machine, fridge, iron, radio, coffee maker, oven, toaster, kettle, cabinet handles and doors, condiments: oil, salt and pepper shakers, hard-backed chairs, kitchenware that isn't dishwasher safe, sink, boiler controls, rubbish and recycling bins, window sills and window handles

The hamper we leave will be prepared just for you and will not have been touched for at least 24 hours before your arrival.

HALL AND STAIRS

Disinfect - Front door key, door handles, light switches, hall table, bannister.

Based on advice from:

Government Guidance – Working safely during Coronavirus (covid-19) – hotel and other guest accommodation - updated 13/08/20

The Professional Association of Self Caterers UK - issued 25/07/20

CHECK LIST FOR CLEANING LARCH LOFT

Guests will be asked to ventilate Larch Loft before they leave (open all windows)

We will leave a minimum of 1 hour before we enter.

Enter garage kitchen first and - **Wash your hands**

Collect cleaning materials and equipment, read H&S folder if you need to be reminded of anything - stored in garage kitchen. You shouldn't need to come in the house.

Wear PPE – gloves and apron

Remember - All surfaces to be cleaned first, disinfected last

In this order:

Remove Waste – Clean – Redress - Disinfect

1. Disinfect Larch Loft door handle and key – so you can enter safely
2. **Remove all waste** - Guests will be asked to bag up all bed linen, towels, bath mats, robes, tea towels. Please add mattress and pillow protectors – don't shake as virus may be distributed in air – put laundry bag in to garage kitchen, unless you are taking to Andover Linen Service
3. Load/reload dishwasher, empty fridge, empty bins – bag waste and dispose of in external black bin
4. **Remove pillows, topper and duvets and shower curtain (into garage kitchen – they will be aired and used for next guests, they don't need to be washed so **don't put them in bag with dirty laundry**. We will wash shower curtain and cloths, don't add to professional cleaning bag)**
5. **Clean** in this order
 - a) Bedroom, including hoovering headboard, and wiping window sills inside and out
 - b) Bathroom, including cleaning all bath tiles and the soap & lotion dispensers
 - c) Kitchen, including inside fridge, dishwasher and washing machine. Add milk and water to fridge.
 - d) Hall & Stairs
6. Remove gloves, wash hands, replace with new gloves
7. Now **redress** Larch Loft , bed, shower curtain and towels
8. Make up new bed with new topper, new pillows, new protectors, clean laundry, **add new robes to wardrobe**
9. **Disinfect last**. In this order:

Bedroom, bathroom, stairs, kitchen hall, front door and key
10. Aim is to not return to any room once disinfection complete
11. Key on inside of door

AFTER THOROUGH CLEANING - WHAT TO DISINFECT

BEDROOM

Disinfect any frequently touched surfaces:

Door handle, electric fan, hangers and luggage rack, wardrobe door handle, handles of bedside tables and side table, bedside lamps switches, TV remote, light switches, blind pull cords, bin, thermostat, hairdryer, window sills and window handles

BATHROOM

Replace shower curtain.

Disinfect - Door handle, taps, toilet handles, toilet seat and lid (flush with lid down), window sills and window handles

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