



Cornish Holiday

A Trading name of Sound Start UK Limited (12149643)

Document PO01 Covid-19 Guest Cleaning Policy

As a small family-owned business, our guest's wellbeing and enjoyment is at the heart of everything we do.

We are committed to doing our very best to ensure our properties are clean, germ free and our guests are protected as much as possible. To this end we have installed Hand Sanitisers on the outside of the property (so your hands are disinfected before you even enter the property or touch the door handle) also another Hand Sanitiser is located inside to enable you to clean your hands when in the property and before you leave. We also have an enhanced cleaning regime to minimise the risk of any infection, along with a free 50ml hand sanitiser for each guest for their stay, complimentary face masks and a pack of anti-bacterial wipes. Cornish Holiday has achieved the 'Good to Go' Visit England certificate of Covid-19 compliance.

During these very difficult times we would ask you to please follow Government Guidelines (which can be found at <https://www.gov.uk/coronavirus>), respect others, stay safe and well.

We have created a covid video which we would encourage you to watch on our website. www.cornishholiday.info

Please help by replying to us as:-

- We will contact you prior to your stay to confirm everyone is well.
- We will also ask you before your stay to confirm that you and your group understand and will conform to the latest government legislation / laws especially in relation to household and social bubbles and that you will follow social distancing guidelines.
- We will contact you again following your stay to check everyone is still well.

Purpose

The purpose of this document is as a practical guide to ensure where possible and practicable the risk of contamination and infection to our guests are minimised.

This document lists the actions we have taken, and the level and format of the cleaning being carried out along with politely asking for your help.

Information.

Understanding Covid-19 and training.

Our Cleaners along with other members of the team have taken on-line courses for cleaning our properties, so you can rest assured that everything possible has been done to ensure your safety and that the properties are clean and safe. Please see the certificates attached at the end of this document.

Risk of Infection

The risk of infection depends on many factors, including:

- The type of surfaces contaminated.
- The amount of virus shed from any guest.
- The time the guest spent in the property.
- The time since the guest was last in the property.

The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

What we will provide and would ask of our guests.

- **When booking please ensure you meet the requirements of government legislation especially in terms of social and household bubbles along with maintaining social distancing.**
- Prior to arrival we will send an email to politely ask you to confirm that you are well and healthy and are not displaying signs or symptoms of Coronavirus. We will also ask you to confirm that you understand the latest government guidelines and will conform to them.
- We will also need to make sure we have the name and contact number for the lead booker for track and trace purposes. **This is required by law from 14-09-2020**
- As required by law we will display at the property a QR code for Track and Trace so would kindly ask you to ensure you have the NHS app downloaded on your phone and scan this on arrival please. Thank you.
- Upon arrival please sanitise your hands before using the key safe, using the dispensers provided. These are located outside the property where you enter and inside. Please continue to use these throughout your stay.
- We will provide a 50ml Bottle of at least 60% strength alcohol-based hand sanitiser, per person, per stay. Please ensure you use this regularly and keep it with you at all times, please take this home with you. **Scientific research states that although hand sanitiser is effective to combat germs and viruses it is not as effective as washing your hands regularly for 20 seconds using soap and warm water.**



- Within the property we will provide anti-bacterial wipes and face masks.
- If you do develop symptoms or become ill and are well enough to travel please travel home to self-isolate and let us know as soon as possible by email: enquiries@cornishholiday.info or phone 01264 335527. **It is very important that you let us know so that we can have a deep clean carried out prior to anyone else staying within the property.**
- Please keep a safe social distance to all other property owners, neighbours and locals while in the area. Current guidelines suggest 2 metres.
- Please wear face masks as required.
- Please respect other organisations rules and guidance when visiting.
- Please do not share the Hot Tub with any other households, if there is one at the property. Also please do not use the hot tub later than 11pm so as not to disturb the neighbours.
- Please wash hands regularly with soap for 20 seconds while in the property.
- Please keep up to date with Government guidelines during your stay and follow this as requested. You may find these changes during your stay.
- When you leave, we would ask you please to strip the beds, put the linen in the bags provided and leave in the rooms ready for collection (Please do not shake the linen). Mattress and Pillow protectors should be included. **Please do not knot the top or get the bags wet as they are dissolvable.**
- Also, just before you leave we would please ask if you could load the dishwasher and set it running on its hottest wash. The cleaners will unload this later.
- When you return home, we will email asking for feedback on your stay and enquiring if you are still well.

Principles of cleaning.

Personal protective equipment (PPE)

- We have recommended to our cleaners that for their own safety they should wear a mask, disposable gloves and an apron.
- They should wash their hands with soap and water for 20 seconds after all PPE has been removed.

Cleaning and disinfection being carried out by cleaners.

- All surfaces will be cleaned and disinfected, including:-
 - Bathrooms and all surfaces.
 - Kitchens and all surfaces.
 - Bedrooms, bedroom cabinets, hanging rails and all touched surfaces.
 - Door handles and Chair arms, seats etc.
 - Remote Controls and Controllers.
 - Grab & Handrails on stairs and in bathrooms.
- Hard floors will be mopped with disinfectant.
- Carpets will be thoroughly hoovered.

The cleaners will use appropriate clean cloths, paper roll and mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, using a disinfectant of appropriate strength and grade as recommended and approved for cleaning against Covid-19

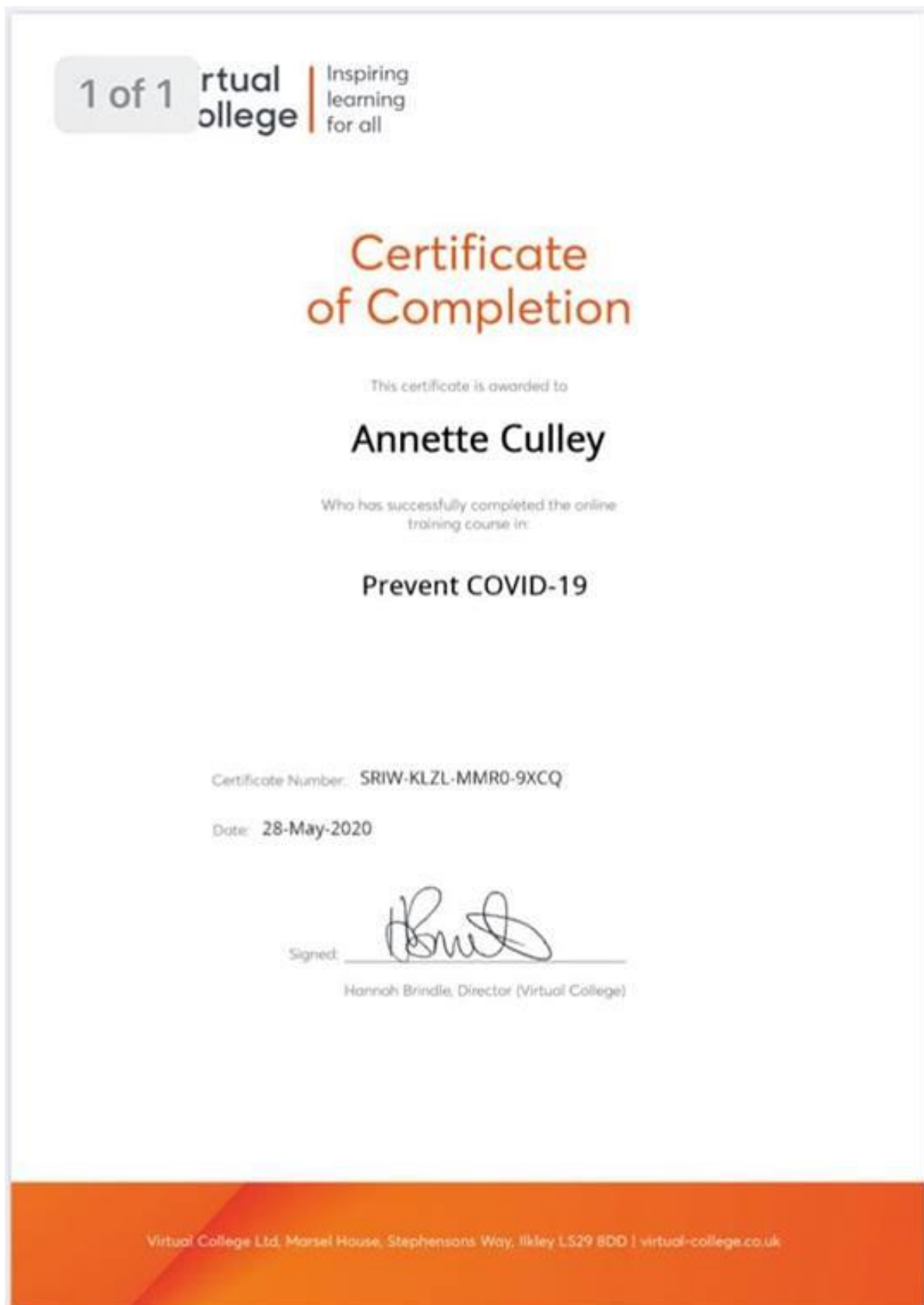
Laundry

- Items will be washed in excess of 60 Degrees, even if the manufacturers instructions differ from this. In line with current advice.

Waste & Rubbish

- Please put in a plastic rubbish bag and tie when full.
- If you feel you may have symptoms please place in a second bin bag and tie and advise Cornish Holiday. This should not be put with the normal waste.
- The waste will be collected and disposed of in the normal way.

Certificates.



28/05/20

This is to certify that:

Name: Helen Grimsey
Company: Sound Start UK Limited (trading as Cornish Holiday)
Position:
Reg Number: 12149643

Has completed the following schülke training course on
**Environmental cleaning during the
COVID-19 outbreak**

This course meets the educational criteria of the CPD Accreditation Service and represents 30 minutes verifiable CPD hours. We confirm that the information provided on this certificate is full and accurate.

Learning content:

This online course, written by Thomas OH, Ph.D, from Medical & Scientific Affairs at Schülke & Mayr, gives an overview of effective environmental cleaning in healthcare settings in relation to risks posed by coronavirus.

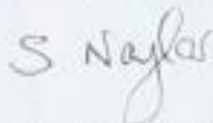
Aims & objectives:

1. Gain an understanding of COVID-19, including how it is transmitted and its classification.
2. Understand how to disinfect surfaces to help prevent the transmission of the virus.
3. Be aware of which types of cleaning and disinfection products are effective against the virus
4. Learn about the importance of the different EN tests relevant to surface disinfection and what to look for.

Course content:

Module 1 - Environmental cleaning during COVID-19 outbreak

This certificate is subject to quality assurance by GDC Development Outcome C



General Manager, schülke UK



we protect lives
worldwide

28/05/20

This is to certify that:

Name: Alec Grimsey
Company: Sound Start UK Limited (trading as Cornish Holiday)
Position: Director

Has completed the following schülke training course on

Environmental cleaning during the COVID-19 outbreak

This course meets the educational criteria of the CPD Accreditation Service and represents 30 minutes verifiable CPD hours. We confirm that the information provided on this certificate is full and accurate.

Learning content:

This online course, written by Thomas OH, Ph.D, from Medical & Scientific Affairs at Schülke & Mayr, gives an overview of effective environmental cleaning in healthcare settings in relation to risks posed by coronavirus.

Aims & objectives:

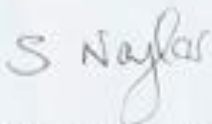
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Course content:

Module 1 - Environmental cleaning during COVID-19 outbreak

GDC Development Outcome C

This certificate is subject to quality assurance by



General Manager, schülke UK



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Coronavirus Taking Proactive Action

This is to certify that

Laura Ralph

completed an e-learning course in the above subject.

- The key areas covered:
- What Coronavirus is
 - Why hospitality business should be proactive
 - Operational Tips
 - Areas to consider and plan
 - Training guides and materials

Date: 27/06/2020

Signed: 

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy

