



# 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 and Safe Travels accreditations.

Covid rules and legislation has been relaxed but the virus is still amongst us, so we all need to consider this. 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](http://www.cornishholiday.info)

### Please help by:-

- We recommend that you take Lateral Flow Tests with you and test yourselves regularly throughout your stay.
- If you do develop symptoms or have a positive Lateral Flow Test please inform us and travel home immediately.

### 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 any government legislation if there is any.**



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, become ill or have a positive Lateral Flow Test and are well enough to travel please travel home and follow the relevant government advice. It is very important you let us know as soon as possible by email: [enquiries@cornishholiday.info](mailto:enquiries@cornishholiday.info) or phone 01264 335527 (Mobile 07881 623 483). **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 sensible, safe social distance to all other property owners, neighbours and locals while in the area.

- Please wear face masks if requested to do so.
- 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 change 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.
- 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.
- You will have been provided with cleaning products, cloths, washing up liquid etc. To help keep our cleaners safe at the end of your stay please dispose of these items with the rubbish or take them home if you would prefer.

## 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

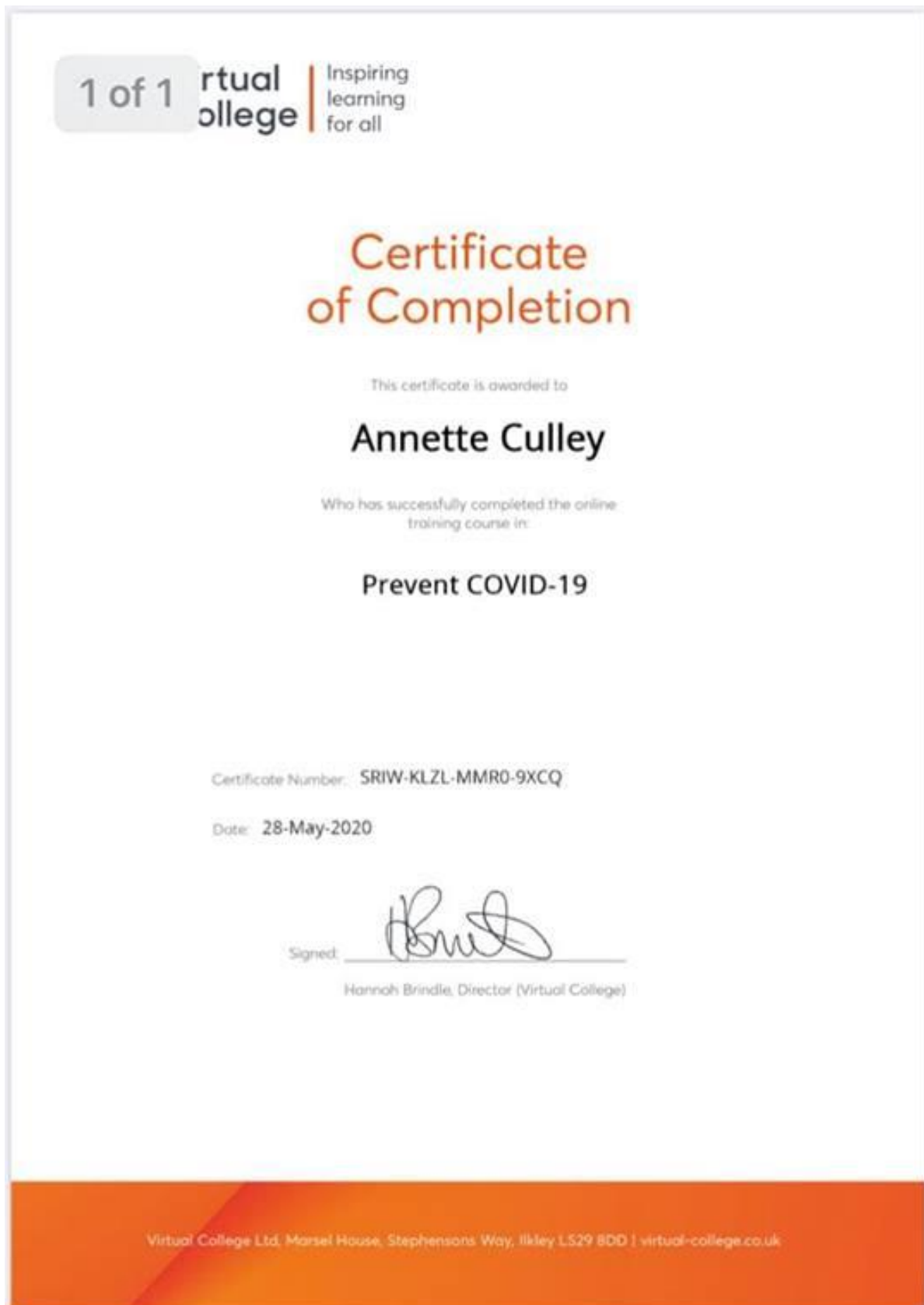
### Laundry

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

### Waste & Rubbish

- Please put in a plastic rubbish bag, tie when full and dispose of in the bins provided.
- 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.

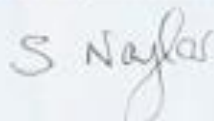
**Aims & objectives:**

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



Landlords' Little Helper's Cleaning School  
**CERTIFICATE OF COMPETENCE**

Awarded To

**Helen Grimsey**

HAVING COMPLETED

**Covid 19 - Holiday Let Cleaning Course**

Date: March 23, 2021

Certificate Number: Cert\_0403292021

*Jen Burton*

**schülke**

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:

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

**GDC Development Outcome C**

This certificate is subject to quality assurance by

*S. Naylor*

General Manager, schülke UK



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worldwide



Landlords' Little Helper's Cleaning School  
**CERTIFICATE OF COMPETENCE**

Awarded To

**Hilary Coles**

HAVING COMPLETED

**Covid 19 - Holiday Let Cleaning Course**

Date: March 30, 2021

Certificate Number: Cert\_0103312021

*Jen Burton*



Landlords' Little Helper's Cleaning School  
**CERTIFICATE OF COMPETENCE**

Awarded To

**Natasha Tilsley**

HAVING COMPLETED

**Covid 19 - Holiday Let Cleaning Course**

Date: October 27, 2021

Certificate Number: Cert\_0110282021

*Jen Burton*





Landlords' Little Helper's Cleaning School  
**CERTIFICATE OF COMPETENCE**

Awarded To

**Hayley Tucker**

HAVING COMPLETED

**Covid 19 - Holiday Let Cleaning Course**

Date: October 27, 2021

Certificate Number: Cert\_0210282021

*Jen Burton*