



## What extra steps are we taking?

- Enhanced cleaning measures are in place.
- All bed linen, towels, tea towels and oven gloves are all washed in line with the government's guidelines at 60C.
- Keys are sanitised and extra keys have been bought of keys can be "quarantined" between visitors.
- All cutlery is put through the dishwasher on a hot wash during the cleaning process.
- Once the properties have been cleaned a label is placed on the door so visitors know it has been cleaned and other people are aware that they must not enter the property.
- The Welcome Pack we provide contains freshly packed coffee, tea and sugar, a new sponge, clean tea towels, bin liners, including anti bac wipes etc. This meaning we can still provide these items for our guests but are new for each new booking. Items that can be are hygienically wrapped.
- Cling film and foil is removed from each cottage and put into "quarantine" for a minimum of 72hrs. This is replaced with items that have already been in quarantine. This again meaning we can provide items for our visitors but reducing the risk of cross contamination.
- Other items that are also rotated between guests and quarantine include throws and cushions. Outdoor cushions are sprayed between visitors with anti bac spray. Rugs have been removed.
- The Welcome Handbook that contains information about the properties is sent in advance to all visitors 2 weeks before they arrive and is available on the main television in each property.
- Hand sanitizing stations in the share courtyard and play area and close to each property.
- Signage is up in the courtyard and play area about washing hands and social distancing.

- Outdoor play area is cleaned daily, courtyard tables and chairs are cleaned in the morning and afternoon each day.
- Wherever possible we take all visitor information before they arrive to avoid extra contact with them. This information is for NHS track and trace. There is also NHS posters up in the Courtyard, each house and parking area.