



THE WELCOME TEAM

Derbyshire

Holiday Accommodation
Housekeeping Services

Housekeeping during COVID-19 outbreak

Dear Guest:

Our standard of cleaning is already extremely high, however to minimize the risk of COVID-19 we are taking extra measures:

- All team members have undertaken infection control in cleaning training (accredited training course) and we have altered our usual cleaning practices to put this knowledge into practice. We use a three-step cleaning protocol, clear the rooms, clean the property, sanitize the property.
- All team members have been provided with PPE - disposable gloves, disposable aprons and face masks– these will be disposed of after each clean.
- All linen is laundered with an anti-bacterial solution added to the wash.
- As standard each property is cleaned with fresh colour coded cloths, these cloths are washed at a high temperature before being re-used. This is standard practice for The Welcome Team but we are now washing cloths with antibacterial solution added. In some cases we have exchanged re-usable clothes for disposable colour coded cloths.
- All fabrics are washed between guests, this includes bed throws (you may find no throws in your property – this will be because they have been taken away for washing).
- Sanitize cleaning all touch points with appropriate chemicals. The team will go through each room and everything which is touched by the hand will be cleaned – this includes light switches, door handles, buttons on remotes etc.
- Sanitizing chemicals used are above the minimum standard (tested to BS EN 14476, BS EN 1276 & BS EN 13697)
- There are no time limits for changeovers, the cleaners may take as long as needed to ensure the property is fully cleaned.
- Team members are only working if they (and everyone in their household) feel well, all team members are adhering to social distancing and lockdown rules.
- We use antivirus sprays on fabrics such as curtains, sofas and fabric chair covers.
- Property owners/managers have appropriate plans in place should a suspected case be reported at the property.

You can assist us by notifying the property owner/manager if you have symptoms whilst staying at this property.

Stay safe and enjoy your stay.

The Welcome Team.

www.WelcomeTeam.co.uk