

## **Covid - Bespoke Measures undertaken by Rosehill Lodges**

### **Introduction**

Rosehill Lodges is a Five Star Gold Award self-catering business. Our commitment to high quality cleaning is well recorded. Our cleaning team are all direct employees, are well trained and will undergo further training to ensure we comply with the additional standards as set out in the new COVID cleaning protocols and our risk assessment. This is a new experience for us all and the further commitment we make is to continuously review our methods in order to improve our practises over time.

We will be following the PASC/ASSC cleaning guidelines – a usual deep clean followed by a virucidal disinfection of the Lodge, paying particular attention to the flat surfaces and high touch points (light switches, door and window catches, bannisters, rails, remote controls, keys etc). To include fine mist spraying of all soft furnishings using a virucidal disinfectant.

In addition we are undertaking the following measures

- Staff cleaning protocols and checksheet, dated and signed, for each changeover by the Housekeeping Supervisor.
- Each lodge will be equipped with complimentary hand sanitiser and viral disposable wipes.
- All soft furnishings such as curtains, leather suites, pillow/mattress protectors, cushions etc will be fine mist sprayed with a virucidal disinfectant log kill 6 proprietary brand Envirosafe. This will be done on every change over thus building up an inherent resistance.
- Soft furnishings will be reduced.
- Books, magazines and unnecessary ornaments will be removed.
- Outdoor games, surf boards etc will be removed but still available on request
- Hot tubs – as usual, drained and sanitised between guests, and usual daily checks
- Meet and greet will be handsoff as explained in the Risk assessment. Late arrivals will be advised where the sanitised keys will be to allow entry with lights on, etc.
- Remote controls will be bagged in disposable remote control sealed bags, which will be changed between guests.
- All linen, towels etc are washed in house under our strict control.
- Conservatory will be emptied of all brochures and leaflets. Guests will be advised where to go on-line to find out whats going on, activities etc.