

# Our commitment to Covid 19 compliant cleaning and sanitising

The Health and Safety of our guests and staff are always paramount, but never more so than in the current pandemic. Our cleaners have undergone rigorous extended training and tests based on current advice from the HSE (Health and Safety Executive) to help us provide a high standard of Covid 19 compliant deep clean and disinfection, both internally and externally.

- Our cleaners have risk assessed their policies to ensure they are Covid 19 safe and compliant
- All staff are obliged to adopt the practices of the assessment and were required to complete a test to ensure their understanding of enhanced procedures before returning to work
- Cleaning staff will wear masks where appropriate and wash their hands regularly throughout the process and will socially distance from one and other if not from the same household or within each other's "support bubble"
- Hand sanitiser gel dispensers are installed in the front porch before you enter the front door, and in the kitchen as you enter via the rear lobby. This is to enable hand sanitising on entry and exit of the property using either of the main doors. Anti-bacterial hand wash is provided at every basin throughout the house
- All hard contact surfaces are cleaned thoroughly before being sanitised using EU approved anti-viral disinfectant spray. Notably all the first and second floor door handles and finger plates are made of brass which is a highly virally repellent metal
- A "Hot Spot" checklist of frequent contact surfaces such as light switches, lamps and switches, door handles, window handles, finger plates, heating and remote controls will be used to ensure nothing is missed
- Toilets are cleaned and disinfected including seats, basins, pedestals, cisterns and handles
- All kitchen hard surfaces, taps, unit doors and handles, sinks, cookers, appliances and utensils are thoroughly sanitised
- Bathroom hard surfaces, basins, taps, shower doors, units, handles and curtains are thoroughly sanitised or replaced
- Complimentary tea, coffee, and bathroom products are sealed and disinfected
- All bedding is washed at 60 degrees and in all cases will have been quarantined for 72 hours minimum between stays
- All soft furnishings including cushions, covers, rugs and carpets will be sprayed with EU approved (Eliminator Max.) anti-viral solution
- All entry/exit process contact surfaces including key safe, keys, and exterior handles will be disinfected after the property has been serviced
- Gardeners and maintenance staff have been reminded of government guidelines and asked to protect themselves with appropriate PPE, and to socially distance if they are working with others
- No internal maintenance of the property will take place after each deep clean and sanitisation
- This information is displayed on our website, in our welcome pack, and in the entrance porch of the property

Tracey Bryan

Owner - Westholme Lodge Minehead

**[www.westholmelodgeminehead.co.uk](http://www.westholmelodgeminehead.co.uk)**