

Post Covid-19 Reopening Protocols

Due to the Covid-19 Pandemic all Keswick Holiday Homes' properties have been closed up to 4th July 2020 in line with the government's lockdown rules. We have carried out Covid-19 risk assessments for our properties with regard to the safety of our guests and our cleaning staff and have drawn up the following protocols for our booking operations, cleaning and changeover activities.

Visit England We're Good To Go

We have been accredited by Visit England under this scheme to provide reassurance that we are following government and industry Covid-19 guidelines and have processes in place to maintain cleanliness and aid social/physical distancing.



Future Booking

It may be necessary to restrict future bookings to guests from the same household or up to two different households only. Guests wishing to travel in parties with friends or relatives from more than two different households will be encouraged to book separate properties in line with any guidance in place at the time of booking.

Access and Departure Times

During the period of the Covid-19 pandemic we will need additional changeover time between bookings so that we can carry out the revised cleaning protocols. Departure time will therefore be 9.30 am and access time on arrival will be from 5.00pm.

Bedding and other Protectors

Each bed will have a mattress protector, pillow protector and a duvet protector which will be swapped at each changeover and washed between bookings.

Remote control covers will be provided for appliances where appropriate.

Property Cleaning

Cleanliness has always been a priority for Keswick Holiday Homes and for our guests. We have always been marked highly for cleanliness during inspections. On top of our normal procedures, we will follow government guidance on additional measures we need to take in order to reduce the risk of infection. We will also provide PPE as necessary for our cleaners (disposable gloves, masks and plastic aprons) along with guidance about how to use and dispose of it.

Research suggests that the virus can live for 2/3 hours in the air, up to 24 hours on cardboard, glass and metal and up to 3 days on plastic and stainless steel.



We will remove any non-essential items to minimise the risk of contamination, for example, cushions in the bedrooms, bed throws, flower vases, ornaments, non-essential cutlery and crockery. We may cut down the number of cushions in the lounge and swap them each week, allowing a 72 hour quarantine period between bookings. We will remove all local attraction leaflets – most attractions now have altered opening times and are requiring online bookings.

Books

Books and maps are often a feature of our properties and are appreciated by guests. We will leave books in the property but provide a 'quarantine basket' where guests can leave books they have used. They will then be quarantined or wiped clean before the next guests arrive.

Guest Supplies

Any unused supplies that are left by guests (for example, tea and coffee sachets, biscuits) will be taken away and quarantined as long as they are in a sealed pack. If not sealed, they will be thrown away.

Property Maintenance

We will not enter the property during guests visits in order to reduce the risk of infection and cross contamination, unless in emergency circumstances.

Maintaining Water Quality

We will follow government guidance for avoiding legionella for all properties that have been empty for more than two weeks. All taps will be run, hot water temperature will be set at a minimum of 60 degrees and shower heads will be cleaned and disinfected before guests arrive.



Helping Guests Protect Themselves

We will ask guests to abide by any regulations set by the Government, for example, by travelling in permitted household groups only. When taking bookings, we will inform guests of the additional steps taken to reduce the spread of infection.

Guests will be asked to provide additional contact details for members of their party that do not reside in the same residence as the lead guest. This will aid the track and trace should it emerge that a guest or cleaner may have come into contact with someone who tests positive for Covid-19

Many guests will want to take extra steps to reduce their risk of infection. To help guests to maintain cleanliness and hygiene, we will provide the following:

- Anti-bacterial hand soap
- Hand sanitizer
- Viricidal surface cleaner and general cleaning materials
- Notices to remind guests to regularly wash hands
- Information about what to do if guests develop symptoms

We will put crockery, glasses and cutlery in the dishwasher where possible during changeover and ask guests to unload it so that we do not touch it again. For properties without a dishwasher, we will wash them in hot soapy water. We will encourage guests to use the dishwasher if they have one during their stay.

We will ask guests to strip the beds they use, including protectors and leave them in the linen bag provided at the end of their stay. Bathroom and kitchen linens should be left in the bath or shower. Guests who are staying for two weeks will be asked to leave duvet covers, pillow cases and towels in the linen bag provided and will swap this for a clean set on the middle weekend of their stay. They will be requested to make up the fresh beds themselves so that cleaners have no need to enter the property.

We will also request guests leave appropriate windows open when they leave the property on departure day to increase ventilation during changeover.

Covid-19 Symptoms

Should guests develop Covid-19 symptoms before their holiday, then they are asked not to travel. To facilitate this, we will re-book the holiday for a future date, or provide a refund. If guests develop symptoms during their holiday, they are requested to let us know immediately so that we can support them by following guidelines and planning the next steps.

If there is a confirmed or suspected case of Covid-19 at the property then new guests will not be able to travel until the property has been fully cleaned, including steam cleaning and/or misting with disinfectant.



Cleaning Checklist

The difference between disinfecting and cleaning:

When it comes to preventing the spread of germs, it helps to understand the difference between cleaning and disinfecting. Cleaning is the act of removing germs, dirt, and impurities (like when you use a soapy sponge to wipe off a visibly dirty counter or stovetop). Disinfecting is when you use chemicals to kill germs (like spraying with a disinfectant or bleach solution). By cleaning then disinfecting, you can lower the risk of infection.

Activity	Manager	Cleaner
Entrance		
Key lock box cleaned	✓	
Keys cleaned	✓	
External handles wiped and disinfected	✓	
Communal Parts		
Internal doors and door furniture wiped and disinfected	✓	✓ (Building)
Light and power switches wiped and disinfected	✓	✓ (Building)
Bannisters if appropriate wiped and disinfected		✓ (Building)
Living Spaces		
Ventilation – windows left open to increase ventilation	✓	
Internal doors and door furniture wiped and disinfected	✓	
High level surfaces dusted		✓
Light and power switches wiped and disinfected	✓	
All surfaces and furniture, wiped and disinfected		✓
Soft furnishings and curtains steamed, sprayed or rotated as necessary	✓	
Remote Control Covers changed	✓	
Electrical equipment, wifi hub wiped down		✓
Mirrors cleaned		✓
Windows and sills cleaned		✓
Carpets hoovered		✓
Carpets sprayed with viricidal disinfectant mist if required	✓	
Hard flooring hoovered and mopped with viricidal disinfectant		✓
Kitchen		
Internal doors and door furniture wiped and disinfected	✓	
High level surfaces dusted		✓
Light and power switches wiped and disinfected	✓	
All surfaces and furniture, including skirting boards wiped and disinfected		✓
Mirrors cleaned		✓
Windows and sills cleaned		✓
Hard flooring hoovered and mopped with viricidal disinfectant		✓
Empty Bins and disinfect		✓
Washing machine / dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	✓	✓



KESWICK

HOLIDAY HOMES

Oven and hob: clean and disinfected surfaces, doors, handles and controls		✓
Fridge: clean and disinfected inside and out, including handle		✓
Pans, crockery, utensils to be washed in the dishwasher	✓	
Drawers and cupboards wiped and disinfected		✓
Condiments: oil, salt and pepper shakers, commonly used spices and containers, wiped or removed.	✓	
Clean and disinfect high chair (if required)	✓	
Bedrooms		
Internal doors and door furniture wiped and disinfected	✓	
High level surfaces dusted		✓
Light and power switches wiped and disinfected	✓	
All surfaces and furniture wiped and disinfected		✓
Drawers and cupboards wiped and disinfected		✓
Mirrors cleaned		✓
Change all mattress, duvet and pillow protectors		✓
Windows and sills cleaned		✓
Carpets hoovered		✓
Carpets sprayed with viricidal disinfectant mist if required	✓	
Empty Bins and disinfect		✓
Disinfect travel cot (if required)	✓	
Bathrooms		
Internal doors and door furniture wiped and disinfected	✓	
High level surfaces dusted		✓
Light and power switches wiped and disinfected	✓	
Clean tiles		✓
Clean shower / bath / sink including pedestals and splashbacks		✓
Clean shower head and disinfect		✓
Clean and sanitise taps		✓
Clean plugholes and pour disinfectant down		✓
Clean and sanitise toilet bowl		✓
All surfaces and furniture, including skirting boards wiped and disinfected		✓
Mirrors cleaned		✓
Windows and sills cleaned		✓
Hard flooring hoovered and mopped with viricidal disinfectant		✓
Outside Space		
Disinfect bin lids	✓	
Clean outdoor furniture and gates	✓	
Clean Barbeques	✓	

NB If there is a confirmed or suspected case of Covid-19 at the property then new guests will not be able to visit until the property have been fully cleaned, including steam cleaning and/or misting with disinfectant.

