

## **ROCKINGHAM LODGE B&B AND SELF CATERING APARTMENT - COVID-19 MEASURES**

Although our cleaning routine is always thorough, we understand that at this current time it is important to introduce even more stringent procedures to keep our guests safe and healthy.

All unnecessary furnishings have therefore been removed from the rooms.

Cleaners are required to wear disposable aprons and gloves at all times. During the changeover between guests all walls and hard surfaces are cleaned using dilute sterilising fluid and using single use disposable cloths. Hard floors are cleaned with dilute bleach and carpets are sprayed with an anti bacterial/viral disinfectant spray. High touch areas such as light switches, handles and tv remote controls are cleaned using single use antibacterial wipes. TV controllers are then wrapped in cling film to give added protection. Antibacterial hand wash is provided in all bathrooms.

### **Additional measures in the self-catering apartment**

Check in and out will be via a key safe.

Unfortunately due to the more stringent cleaning routine and the checks that will be required to ensure that guests are kept as safe as possible **we will have to change the check in time to 4pm** and we will unfortunately not be able to accommodate requests for early check-in. **Check out will need to be strictly 10am** to enable the property to be aired before cleaning.

High use items of crockery and cutlery are washed between use in a dishwasher and then wrapped in cling film so that they can be easily identified as receiving a more stringent clean.

There will also be a antibacterial wipes in the apartment for guests to use during their stay and disposable gloves.

WE ASK THAT, IF POSSIBLE, ON THE MORNING OF DEPARTURE FROM THE APARTMENT GUESTS HELP US BY STRIPPING THEIR OWN BEDS AND PLACING THE LINEN IN THE BLUE BAG PROVIDED IN THE AIRING CUPBOARD. WE WOULD ALSO APPRECIATE THE WINDOWS BEING LEFT OPEN SO THAT THE ROOMS CAN BE AIRED BEFORE CLEANING. THANK YOU FOR YOUR CO-OPERATION.

### **Additional measures relating to the Bed and Breakfast**

To minimise face to face contact self check-in will be via the side entrance to the property. More detailed instructions will be provided the day before arrival. It is therefore imperative that you provide us with contact details prior to your stay.

It is necessary for us to close communal areas until further notice and a continental breakfast will therefore be served to rooms on trays.

Antibacterial wipes will be available in the rooms for guests to use during their stay and disposable gloves can be provided on request.

Stair rails will be cleaned regularly throughout the day with antibacterial wipes or disinfectant spray.

To keep your environment contamination free cleaners will not enter your room to make the bed or empty the bins (unless specifically requested to do so). If you bin becomes full please tie the bag up and leave it outside your room. New liners will be available in one of the side drawers in the rooms.

Towels will not be routinely replenished, however clean towels will be provided on request.