

# Filey Holiday House

## Procedures and measures to ensure a safe enjoyable holiday during Covid 19 pandemic

We would like our guests to have a relaxing enjoyable holiday and feel as safe as they can staying in our holiday house in Filey.

We have followed Government guidelines and tried to put as many measures in place to ensure that we limit risk as much as we can.

We have been in regular contact with our housekeepers, Sparkle & Shine who have put the following protocols in place:-

### Covid 19 Protocols...

#### 1. Increase cleaning and disinfecting

Increase cleaning and disinfecting including use of Veridical Disinfectant on touch points and surfaces.

We are committed to delivering a clean and safe environment through health and safety protocols.

One of our highest priorities is the health, safety, and security of guests, team members, and business partners. COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to fit within the new normal. In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. This in-depth cleanliness and disinfection protocol was created with guidance from SGS and other key organisation, It is designed to ensure your guest safety and peace of mind from check-in to check-out.

A new 10-step protocol is currently being introduced across our portfolio of properties. New cleaning and disinfection procedures, increased attention to safety, protective equipment, and updated training for team members are included in the new protocols.

#### 2. Bedding, Linen & Laundry

All Laundry is treated inline with infection control guidelines

Pillows and Duvets are sprayed using Virucidal Disinfectant Passes EN 14476 & EN 1276

Laundry Sacks provided for guests to deposit used Bed Linens and Towels

#### 3. Keys/Remotes

Keys & Remote Controls will be Sterilised and placed in a grip seal bags

#### 4. Cutlery, Mugs & Glass

All Cutlery, Mugs and Glasses are sterilised

#### 5. Sanitiser and Hand Wash

Hand Sanitisers are at the entrances and Hand Wash Dispensers in each Bathroom.

#### 6. Use of PPE to Protect our team Members & Guests

Use of PPE by all members of Staff

## **7. Additional Training**

All staff have undergone additional training, in relation to Control of Viruses and Infection Control

## **8. Safer Stays**

Ensure all our Measures implemented meet with all appropriate health and safety guidelines, regularly review our policy.

All protocols are inline with all major letting agencies...you can be assured your are providing a safer stay...

## **9. Additional Time**

Additional measures involve additional time and as such we have changed our check in time to 5pm where guests have left the property on the same day.

This is to ensure the property is sufficiently sanitised and prevent any contact with the guest.

## **10. Welcome Packs and Information**

Providing extra supplies to ensure guests can maintain a high level of cleanliness is important. We will introduce a guest cleaning pack to ensure these are available to guests. Advise & information made available to reassure guests during their stay.