

# Butterfield Cottage

## Information for Guests re Covid 19

**Working safely during coronavirus (COVID19)** was published by the Government and updated on 24 June 2020. The paper gives guidance for people who work in or run hotels and other guest accommodation. I have applied the sections relating to self-catering accommodation to the reopening of Butterfield Cottage.

My priority is to keep guests as safe as possible when you enjoy your holiday at the cottage and I will need your assistance with this together with your good sound common sense!

Every effort is being made to comply with the government guidelines above but if you feel something is unsafe please do let me know as these enhanced measures are new to me too.

The following measures have been taken:

- 1 Create a risk assessment** (page 3), involve workers and share/ publish findings (page5)

*The risk assessment is published it on [www.cosycotts.com](http://www.cosycotts.com)*

- 2 Manage risk (page 4)**

- **increasing the frequency of handwashing and surface cleaning**

*Contactless entry to the cottage is in place. You will have received a code for the lockbox by the front door to access the cottage keys. The cottage keys have been sanitised.*

*Please wash or sanitise hands every time you enter the cottage and frequently during your stay. Please bring hand sanitiser with you as it can be difficult to get here.*

*Anti-bacterial cleaner, hand soap, and washing up liquid are provided to use during your stay. Please keep high touch surfaces clean during your stay, and for the safety of the cleaner, clean on departure.*

- **Complying with social distancing guidelines**

*Comply with social distancing guidelines as far as possible.*

*Visitors should be entertained outside the cottage in the garden*

- 3 Assist NHS Test and Trace** by keeping a record of guests and their contact details for 21 days and supplying these details if required.

*I require a list of guests and their contact details before arrival. This will be kept for 21 days then destroyed. It will be passed to NHS Test and Trace only if requested*

- 4 Communicate the latest guidelines** to workers and customers, reminding guests of social distancing and handwashing and informing guests of preventative measures being taken (page 12)

*I will send you a link to the cottage information folder prior to arrival. The folder contains information you will need to operate the TV, the code for broadband, details of recycling etc. and I recommend you print it and bring it with you.*

*An enhanced cleaning system is operational and the details can be seen below. You will see a number of items which are useful but unnecessary have been removed from the cottage and I appreciate it may look a bit bare. This is a safety precaution and as soon as the pandemic is over, and it is safe these items will be replaced.*

*On leaving the cottage and for the safety of the cleaner please:*

*Leave bedroom windows ajar and the kitchen window on ventilate*

*Leave hard surfaces clean*

*Bag any general rubbish from cottage bins and place in the grey external bin.*

*Place any recycling directly in the blue lid recycling bin and separate grey insert. It is important to check the items for recycling as they may be different to your system at home.*

*Replace keys in lock box*

## **5 Cleaning guidelines for Cleaner**

Assess the cottage before cleaning starts (page 21)

*There has been an initial deep clean*

Open doors and windows to ventilate (page 21)

*If guests are expected that day and weather permits the upstairs windows will be left ajar and kitchen window on ventilate setting to assist ventilation*

Use usual cleaning products (page 22)

*Start the clean with fresh gloves which you should wear at all times. If disposable, they should be discarded at the end of the clean, or for reusable gloves, they should be hot washed between cleans.*

*Properly clean your hands both at the start and the end of the clean.*

*Do a 2 step clean – clean with soapy water then disinfect using a different cloth for each process*

*Work extra hard on touch points and hard surfaces including:*

*Doorknobs and handles on doors/cupboards/wardrobes etc.*

*Electrical Sockets and light switches*

*TV/AV equipment including remote controllers*

*Kitchen appliances and worktops (including knobs and handles)*

*Taps, shower controls and flush handles.*

*Hard floors*

*Hard furnishings - dining tables and chairs, coffee tables. Headboards, chest of drawers etc.*

*Make sure all cleaning equipment is itself cleaned and where possible disinfected - mops, wash clothes and dusters, vacuum cleaner etc.*

*Bag waste and items left by previous guests and place in bins for collection. Put appropriate bin on roadside for emptying*

Removal of items that are not needed

*The cottage information folder, cushions, ornaments, books, games, dvds, Maps, leaflets on local attractions and excess crockery and glassware etc. will be removed*

Wash glasses and crockery between guests (page 23)

*Run through dishwasher*

## 6 **Policy for COVID symptomatic guests** (page 22)

*If a guest displays signs of the Covid-19 virus while staying in the cottage they should inform the owner, self-isolate and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing. This will apply to all guests that were present in the room. If the guest shows acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately.*

## 7 **PPE** –when managing the risk of COVID 19 additional PPE beyond what you usually wear is not beneficial (page 25)

*You are not required to wear face coverings / masks when in the cottage however you may do so if you wish.*