

COVID 19 BEST PRACTICE



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conciierge



## COASTAL CONCIERGE COVID 19 BEST PRACTICE

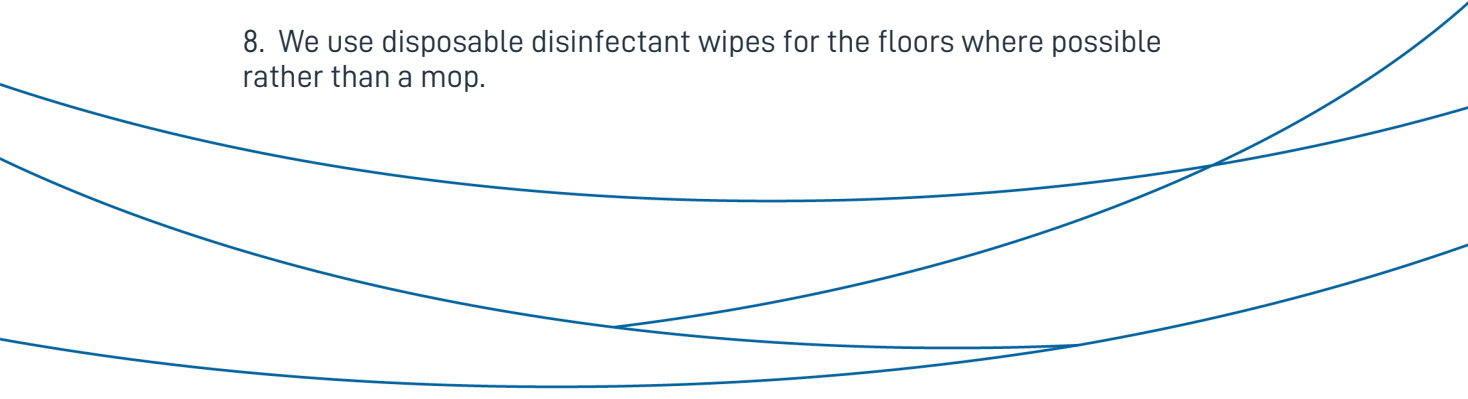
In the current climate, the safety of our clients, guests and our employees is our primary focus at Coastal Concierge. We have revised our changeover regimes in line with Government guidance, taking extra precautions where necessary.

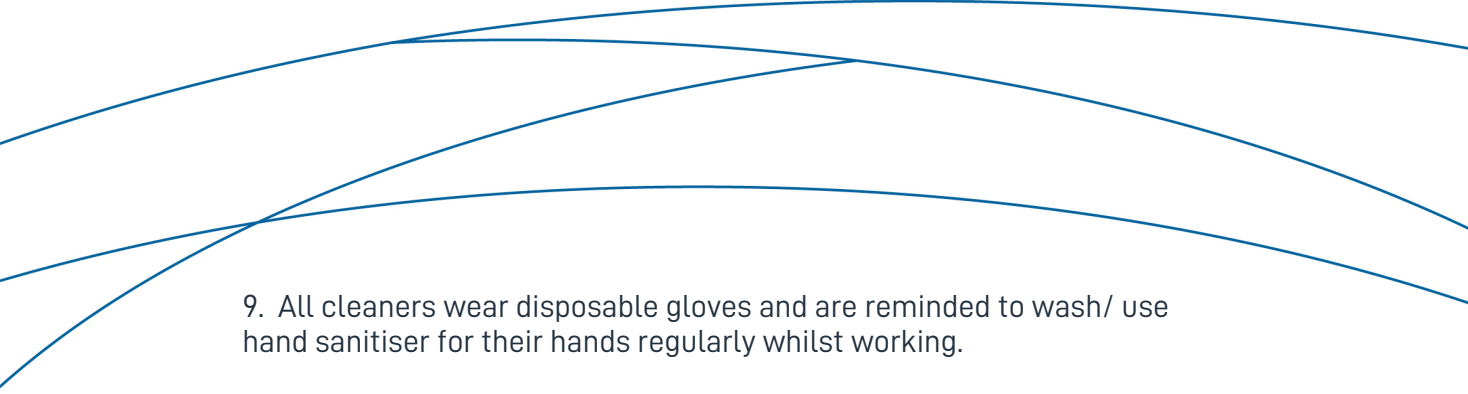
We have outlined the below measures we are taking to ensure a safer environment.

### CLEANING AND SANITISATION

We have an enhanced cleaning regime and have allowed extra time for all property changeovers.

Key changes to our regime include:

1. The use of a steam cleaner on all soft furnishings, pillows, duvets, mattresses and cushions.
  2. The products we use are bleach based which are proven to combat COVID 19 as well as to disinfect surfaces.
  3. Our main priority when we enter any property is to first clean all high touch areas including (but not exclusive too) keys, light switches, doorhandles, stair rails and countertops etc and to make sure the property is well ventilated.
  4. We kindly ask guests to strip all beds and bag up any linen in the red sacks provided before they leave. We will then place these in sealed bags and remove from the property to avoid any spread of germs.
  5. We also ask guests to remove and dispose of all rubbish from the property.
  6. Kitchen counter tops and bathrooms are all cleaned then disinfected.
  7. We do use reusable cloths, but these are all washed as per NHS guidelines, and only used on one surface.
  8. We use disposable disinfectant wipes for the floors where possible rather than a mop.
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9. All cleaners wear disposable gloves and are reminded to wash/ use hand sanitiser for their hands regularly whilst working.

We would recommend hand sanitiser and anti bacterial wipes be provided to guests, along with a minimalist approach within the property. Clearing and opening up spaces, eg removing Welcome/ Guest books, cushions and board games to avoid any unnecessary high touch items. We can agree this on a site by site basis.

## **SOCIAL DISTANCING**

Social distancing, washing hands and wearing face masks are very important to us and have now become part of our best practice.

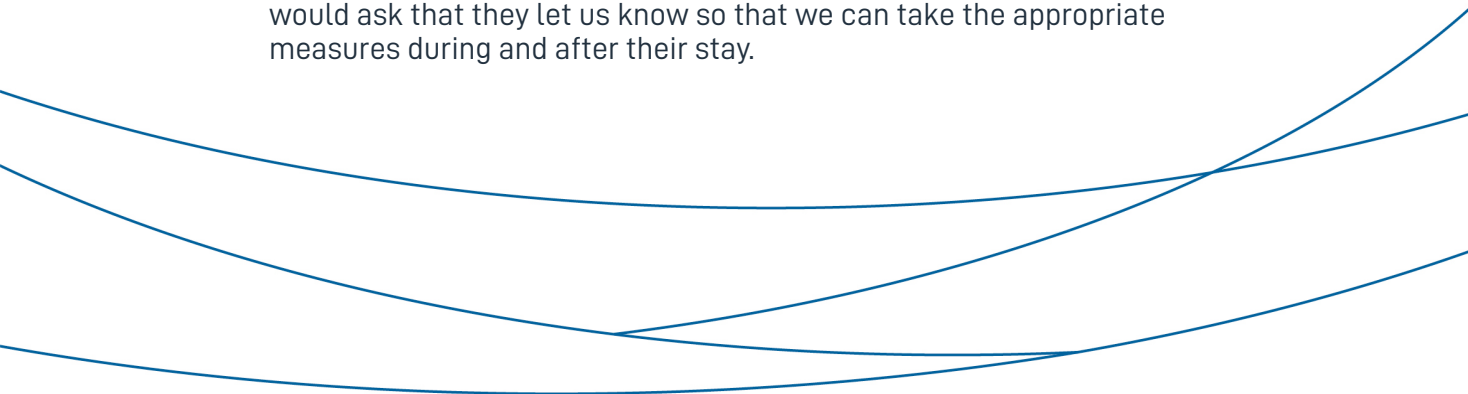
We need to balance social distancing with our approach to put a face to the service we provide for guests. We do understand that each guest will have different views and concerns. We will be in contact with all guests prior to their arrival to arrange check in. If they would prefer a meet and greet, we will still do this but this will happen at a safe distance and within government guidelines. If they are happy, we will leave the key in the agreed safe place but be in the area to be on hand if they decide to call upon our services.

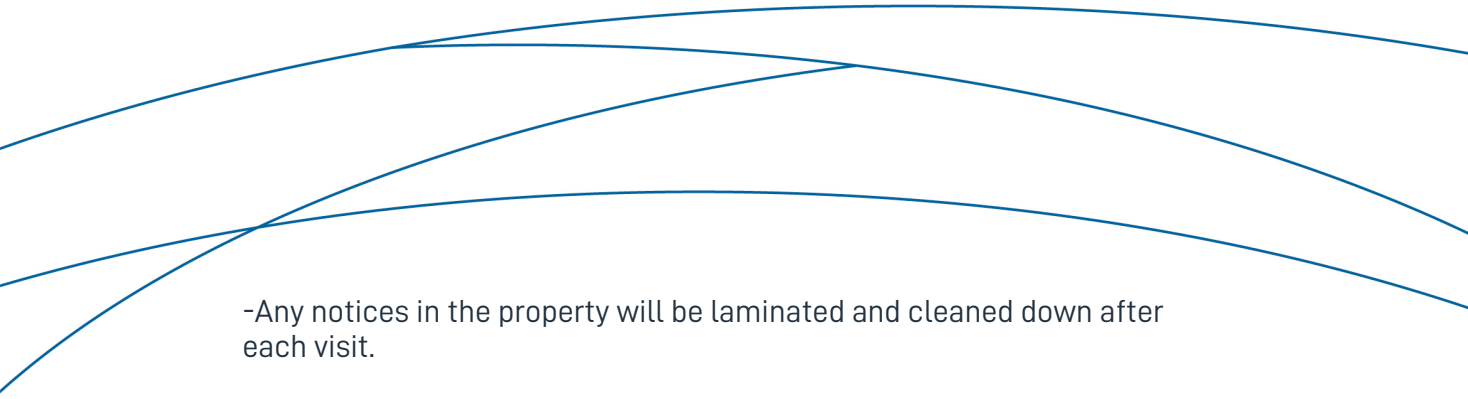
Unless it is an emergency, we will not enter the property during their stay. If we do have to enter a property for what ever reason, we will request guests leave the property beforehand. We will clean any areas we have occupied when we leave, washing hands before entering and leaving the property.

## **COMMUNICATION**

Having open and honest communication is a key factor in how we work, this is how we have built up a strong and trustworthy relationship with our home owners and are able to offer the best customer service to your guests.

Below are a few amendments to how we will communicate with guests,

- In our introductory call, we will ask if they have any symptoms. If so we would ask them to reconsider their stay. If they develop symptoms we would ask that they let us know so that we can take the appropriate measures during and after their stay.
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-Any notices in the property will be laminated and cleaned down after each visit.

-Guest books will now be sent via email prior to arrival.

We believe effective communication is key for all guests to reassure them that cleanliness and social distancing practices are in place.

Just because we cant provide a face to face contact does not mean we will be less present during their stay. We will contact all guests before arrival and then do a settling in call as we always do. We would also like to highlight the fact that we offer a 24/7 contact number which guests can call should they need to.

Although these are uncertain times we believe this shouldn't comprise any guest stay and they should still be able to enjoy what this beautiful county has to offer.

