

# Guest Messaging Example

## Covid Care – Important – Please Read

We are delighted to be able to welcome guests back to {MyLovelyCottage – insert name} after the Coronavirus Lockdown. As you will understand, new cleaning and safety protocols have had to be put in place, to assure the safety of you – our guests – and that of our staff and family.

### **How we clean**

We use the advised two-step cleaning schedule. Before you arrive, once the cleaning is finished, to its usual high standard, we then go round again, sanitising everything with an approved disinfectant. Particular care is taken to ensure “high touch” areas are not missed – light switches, remote controls, handles, rails, keys etc. **Include details of bespoke actions e.g.:** In order to reach every nook and cranny, and to include the soft furnishings, we have also taken the extra step of investing in a ULV fogging machine, which we use with a hospital grade 7-log kill (i.e. 99.9999%) virucide, which they use in ambulances and operating theatres - <https://www.safespace.solutions/collections/shop/products/peratab-hospital-grade-cleaner-disinfectant-pack-of-10-tablets>. Not only does this have the highest kill rate available (which is reassuring!), but it breaks down harmlessly after 24 hours into water, carbon dioxide, and oxygen, so we can safely dispose of it. This is really important, as we have an off-grid water and sewage treatment plant, and cannot put bleach, antibacterial cleaners, or ethanol down the sink (no point swapping Coronavirus for Cholera!!).

### **Important - Our Water & Sewage Treatment Plant May be relevant or not – amend as appropriate**

Being rural, we are NOT on mains drainage, but have our own water and sewage treatment plant. This is very efficient, and really environmentally friendly, and generally works brilliantly, producing water clean enough to go directly into a watercourse, but it does need to be managed properly. It is REALLY IMPORTANT that you please do NOT bring or use any bleach or antibacterial detergents, antibacterial hand soaps or antibacterial cleaning agents with you on holiday to use in the cottage. We cannot use these with our water treatment system. We provide you with non-bio washing tabs, liquid soap, and septic-tank friendly cleaning agents. Do feel free to use your own, but only if they are septic-tank-friendly (i.e. non-biological and not antibacterial). Septic tanks, treatment plants, and biodigesters work because they contain millions of good bacteria that munch everything up, break down solids, and keep odours under control. Bleach and antibacterial agents don't differentiate between good and bad bacteria. They kill both, and stop the treatment plant from working, which could have disastrous consequences for both your comfort, and potentially your health. We can manage this during changeovers by using highly powerful virucides and storing them until they can safely be disposed of when they have broken down harmlessly after 24 hours. This is not the case for household bleach or antibacterial sprays ending up being washed down the sink. We do provide you with septic-tank-friendly cleaning agents, and also with antibacterial surface wipes, which can be used to sanitise but thrown in the bin. Please use these instead. This will protect the water treatment system (and you... you really don't want to upset it!).

### **Covid Care Kit Example of bespoke action**

While it is reassuring to know that the science now seems to be saying that contracting Coronavirus from touch is low risk - <https://on.today.com/2LWcwiA> - the advice is still to maintain social distancing, wash your hands frequently (or use hand sanitiser where washing isn't possible) and use masks and gloves when in enclosed areas where social distancing is difficult. To make this a little

easier, we have provided you with a starter kit of hand sanitiser, antibacterial handwipes, gloves and masks, so you have what you need for your trip to the supermarket (or wherever) if you have forgotten to bring any. The box of gloves is available for you to use as you need them during your stay, but please do not remove the box and take it home with you when you leave (unless empty!), so we have some for the next guests.

#### **End of Stay Bed Linen Removal**

To protect our staff, the industry guidance recommendation is to request guests to strip beds before departure and place bedding and towels in the bags provided. The laundry will then be removed and left for 72 hours before being laundered, to minimise contamination risk. Please also ensure the bin bags are removed from the cottage and placed in the outside bins. We appreciate that this isn't the most glamorous end to a relaxing holiday, but we do need to minimise the risk to our staff, so your cooperation here would be greatly appreciated. It would also be appreciated if you could leave the windows open (another recommendation from the protocol). If it is raining, then obviously not too wide, but enough to provide a through-draft.

#### **Dishwasher**

We are required to re-wash all crockery and cutlery between changeovers, which is obviously time-consuming, so it would be really helpful if you could fully load the dishwasher and set it running before leaving. Please leave the clean dishes in the dishwasher, so that we know that batch has been done. Many thanks!

#### **If You Get Ill During Your Stay**

If you or a member of your party develops symptoms of Coronavirus during your stay, it is important that you let us know as soon as possible. There is a different set of procedures that applies in the event of suspected actual case of disease at a site that we would need to follow. Government advice if you suspect you have developed the symptoms of Coronavirus is for you and your party to go home and self-isolate there. **Extracted from UKH guidance - Suspected coronavirus cases in your business (Hotels, B and Bs):** “If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.”

We hope that you will have a fabulous holiday. The “new normal” may be slightly different than what we are all used to, but it is great to be able to get away again, and if we all take responsibility for minimising risk, then hopefully we won’t get locked down again!

If you have any questions, please call us – landline 01234 56789 or mobile 07765 43210.

Thank you!