

## **CLEANING PROTOCOLS and VILLA HYGIENE RE COVID 19**

Due to the current world health crisis in 2020, The Greek Government has set out a stringent plan to protect the country from the coronavirus as much as possible.

Specific instructions have been issued in respect of all tourist accommodation which must be deep cleaned between guests whether there is a gap between arrivals and departures or not. This is for the protection of everyone staying in the accommodation, future guests, property managers and cleaning staff.

### **Villa Preparation**

All personnel involved in preparing villas for guests are required to wear protective clothing ie face masks, gloves and waterproof aprons.

The villa must be fully aired during the cleaning process.

All hard surfaces including such things as knobs, handles, light switches, wardrobe hangers, plugs, cables, keys and key safes must be cleaned and then disinfected for each new set of guest arrivals. In some instances, soft furnishings must be steam cleaned.

In most instances books, magazines and dvd's etc will have been removed from the villa or will be covered up with a note asking you not to touch them. **NB**, any villa information/reference books left out for you will have been disinfected. Cushions and throws may also have been removed if it is not possible to deep clean / launder them between guests.

There should be no items left from previous guests ie pool toys or food of any description.

**Welcome pack** – one will be provided but will only include pre-packaged items.

### **Mid stay Cleans and Linen Changes**

We are sorry but mid-stay cleans cannot be provided at the present time.

Linen changes will be provided but you will need to strip the beds and re-make them yourselves. Your villa owner/property manager will let you know when these changes are going to take place.

On the day your linen is due to be changed you will be asked to bag up your dirty laundry for collection. Clean linen will be delivered to the villa and left outside for you.

### **Pool**

The pool will be cleaned as normal and chemical levels checked. The pool area will need to be vacated whilst the pool cleaning is taking place (your villa owner or property manager will let you know when this is going to be).

## During Your Stay – Villa Hygiene

**We ask you to maintain frequent handwashing, social distancing, avoid handshakes & touching of eyes, nose, mouth at ALL times.**

The following cleaning items will be available for you in the villa to enable you to maintain basic hygiene.

- anti-bacterial hand sanitizer
  - anti-bacterial wipes
  - disposable gloves
  - hand soap
  - tissues
  - paper towels or kitchen roll
  - disinfectant
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- Please keep the villa well ventilated by leaving doors and windows open as much as possible (if safe to do so) whilst you are at the villa.
  - To prevent infestations of ants and other insects, it is **ESSENTIAL** that you take the utmost care in keeping worktops clean and free from any type of food waste.
  - Leftover food should be wrapped securely and stored in containers, the fridge and/or freezer. If you leave food out and unwrapped you will almost certainly find ants in the villa. These are difficult to eradicate once they have arrived.
  - Empty kitchen and bathroom bins and throw out your rubbish **DAILY** and at the end of your stay including all leftover food, drink, toiletries etc.

## Sickness

The name and telephone number of the nearest doctor/health centre that will deal with any queries or symptoms relating to Coronavirus (covid-19) will be noted in the villa for you.

Please **immediately** notify the property manager (Health Co-ordinator) if any person/s in your group have symptoms of Covid-19.

## Check-out

Regrettably, due to the level of cleaning required between guests it may not be possible to agree any late check outs. If you do wish to leave after the time we have given to you, you will need to speak to the villa owner/property manager about this. Otherwise, you will need to depart the villa on time to ensure there is sufficient time to prepare the villa for incoming guests.