

# DOMINOES IN DEVON

## Coronavirus Precautions

Dear Guest,

In the light of the Coronavirus/Covid19 outbreak, we would like to reassure you of the measures we are taking to minimise the risk of transmission during your stay at Dominoes.

We are members of the Professional Association of Self Caterers (PASC) and have applied their publication: "Cleaning Protocols for Self-Catering Properties and Short-Term Lets in the Context of Covid-19". In line with this guidance we have undertaken a Risk Assessment to identify actions to be taken during guest stays and at changeovers, and we have produced a Cleaning Protocol and checklist for our cleaners. Both of these documents are available on request, and have been provided in the Information Folder at the property. We have summarised the key points of both documents below; there are also some measures with which we will need your help.

### **Cleaning before your stay**

- We are taking extra measures to clean Dominoes before you arrive. We have 2 cleaners at each changeover for between 4-5 hours each. These extra measures will take more time, so we hope you will not mind giving us until 5pm before you arrive.
- Our cleaners will wear face coverings, gloves and aprons while they are cleaning.
- Cleaning products that are known to kill the virus will be used with disposable paper towels on all hard surfaces, including en-suites, kitchen surfaces and cupboard doors, door and window handles, light switches, electric sockets and stair rails etc.
- Floors will be mopped with chlorine-based cleaning products.
- All bedding and towels will be brought bagged and laundered to Dominoes on each changeover day.
- Sofa and bed cushion covers will be exchanged for laundering at each changeover.
- We will use a hand-held steamer on the sofas and curtains.

### **Actions for guests to take**

- It is guests' responsibility to follow the prevailing Government mandatory requirements and guidelines designed to keep you and others safe during the pandemic period, including compliance with rules around social distancing, family and friend 'bubbles', and numbers of households staying at Dominoes. We have HMG guidelines that only two households (which can include a bubble) can holiday together in July. We cannot police this and ask therefore that you risk assess your own party and decide for yourself if your group is appropriate.
- Please provide, names, telephone numbers and email addresses of everyone in the party (a form is provided to fill out), so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose.
- Dominoes will be left unlocked before your arrival without need to exchange keys.
- I will pop down after your arrival to say hello and answer any questions. I will stand at the bottom of the outside steps to the house (more than 2m) to do this safely.

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- A hand sanitizing bottle has been left on the entrance lobby table for you to use, and soap is provided in each en-suite and in the kitchen for your use.
- Whilst it isn't the most relaxing way to end your stay, we hope that you will be willing on the morning of your departure to take the following actions:
  1. If weather permits, please open all windows and doors before your departure.
  2. You will find three linen bags in the utility room. We would be grateful if you could put all towels, shower mats and used tea-towels in the green linen bag, remove all used bedding and place them in the blue linen bag, and if you have a dog please put their bedding and towels in the brown linen bag. We will also be exchanging all cushions, pillows, duvets and mattress toppers at each changeover, but our cleaners will bag these up when they arrive.
  3. We are required to wash all kitchenware at each changeover, so please fully load and start the dishwasher before your departure with your breakfast dishes and other wares that you have used during your stay. We will empty and reload with the rest of the kitchenware during changeover.
  4. If you have read any of the books provided, please leave them on the dining table. We will remove them and return them at the following changeover.

## **Actions in the event that you or your party suspects they have contracted COVID-19 during your stay**

- During your stay if you start to show signs of illness that may be Coronavirus, please notify me as soon as possible by phone (07808 579197).
- You and your party should immediately self-isolate to minimise any risk of transmission. Please request a test immediately by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>. If you are confirmed to have COVID-19, we ask that you should return home if you reasonably can. If you cannot reasonably return home (for example because you are not well enough to travel), your circumstances should be discussed with an appropriate health care professional.
- If you have to extend your stay through illness for self-quarantine purposes, unfortunately we will have to charge for the extended period of stay, since we will have to cancel and refund guests who are booked to stay after you. You would be advised to have travel insurance to cover this eventuality.
- If you have to self-isolate at Dominoes, we will be on hand to help, including delivery of medicines, food supplies and extra cleaning materials to the outside of the property.

Many thanks for your understanding and support.