

DOMINOES IN DEVON

Coronavirus Precautions

Dear Guest,

We would like to reassure you of the measures we are taking to minimise the risk of transmission of COVID-19 during your stay at Dominoes.

We are members of the Professional Association of Self Caterers (PASC) and have followed their publication: "Cleaning Protocols for Self-Catering Properties and Short-Term Lets in the Context of Covid-19". This guidance was updated in July 2021 reflecting the increased knowledge of transmission risks for the virus, and the intention to start to move towards 'business as usual'. In line with this guidance, we have updated our Risk Assessment and Cleaning Protocol for our cleaners, both of which are available in the Information Folder at the property.

Our coronavirus risk assessment and cleaning protocols have been certified by the following organisations as part of their Covid-Safe schemes:



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 have 2 cleaners at each changeover.
- All waste materials and used linen will be removed from the property before cleaning.
- The property will be fully ventilated during changeover.
- Cleaning products that are known to kill the virus will be used on all high contact hard surfaces, including en-suites, work and table surfaces, doors, handles, light switches, electric sockets and stair rails.
- Floors will be mopped with chlorine-based cleaning products, or a steam mop.
- All clean bedding and towels will be brought bagged and laundered to Dominoes on each changeover day.

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Actions for guests to take:

- It is guests' responsibility to follow the prevailing Government guidelines designed to keep you and others safe.
- 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. If I come into the property I will wear a face covering at your request and/or socially distance.
- 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. We encourage you to regularly wash your hands and keep high touch areas clean during your stay.
- On the morning of your departure:
 1. If weather permits, please open all windows and the rear doors before your departure to ventilate the house before cleaning.
 2. Please load and start the dishwasher before your departure with your breakfast dishes.
 3. Our cleaners will bag up used linen and remove bedding, but if you wish to do this, you will find linen bags in the utility room for your use. Dog beds and towels can also be put in a separate linen bag, if you wish to do so.
 4. Our cleaners will empty the waste bins, but if you wish to do this, these can be put in a black sack and into the wheelie bin in the car port.

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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 Nicky ASAP 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.