



Our extended cleaning protocols

In addition to our thorough regular cleans, we have added the following steps as a precaution against Covid-19 cross-contamination:

- To enable a deeper clean, we have extended time between departure (from 10:00 to 09:00) and arrival (from 15:00 to 16:00) and added an isolation buffer of 30 minutes to ensure no contact between our guests and our house team.
- We change all linen including mattress and pillow protectors on every handover.
- Mattresses and pillows are fully aired between groups. Beds are made up as the last stage of handover clean.
- All doors, handles and reachable surfaces on windows and window sills are cleaned, fully disinfected and dried.
- All kitchen surfaces, cupboards, drawers, handles and storage are cleaned, fully disinfected and dried.
- Furniture is pulled out and all surfaces are vacuumed, dusted and/or wiped.
- All dining chairs are fully disinfected and dried.
- All leather furniture is wiped cleaned with specialist wipes.
- We ensure hand wash dispensers are full in all bathroom and basin locations.
- All toys, board games, books have been removed. We ensure that any items left behind left by previous guests are disposed of.
- Tea and coffee containers are cleaned, disinfected and dried.
- New disposable cloths x 3, pan scrubbers/sponges are supplied for each arrival. Washing up liquid and dishwasher tablets will also be provided.
- 3 clean tea towels are supplied for each arrival.
- We bleach clean toilet brushes and holders for each arrival.
- All tiled surfaces and appliances in bathrooms cleaned, fully disinfected and dried.
- All hard floors cleaned with appropriate disinfectant cleaning solution.
- Mop heads and cleaning cloths are fully laundered between cleans.
- All light switches, electronic devices, TV screens and remote controls are fully disinfected and dried.