

SAFER STAYS

GUIDING PRINCIPLES

We conducted a recent study in which over 70% of holidaymakers indicated that cleanliness of accommodation is now at the top of their considerations when choosing a holiday. The following principles form a crucial part of receiving our “Safer Stays” badge. By confirming that you are adopting the principles outlined, we will, in turn, add a “Safer Stays” badge to your property listing – giving guests the additional reassurance they need when booking your accommodation.



CLEANING PRINCIPLES

1 CLEANERS TO WEAR ADEQUATE PPE

Appropriate PPE equipment and training guidance for cleaners to enable them to work safely and to correct guidelines (minimum facemask and gloves).

2 MAIN SURFACES & ITEMS ARE SANITISED

Anti-viral disinfectant will be used to sanitise all surfaces and heavy-use items such as worktops, tables, welcome folders, remote controls, switches, sockets, cords, door/window handles, thermostats, plugs & appliances.

3 NON-ESSENTIAL ITEMS ARE REMOVED

Non-essential items which are difficult to clean will be temporarily removed, such as board games, computer consoles, surplus crockery, hair dryers, decorative soft furnishings such as cushions and throws.

4 EXTRA CLEANING TIME ALLOWED

Customer check-out will be by 9am and check-in will be after 5pm to allow extra time for cleaning (disinfectants need at least 1hr to dry and air in the property once cleaners leave).

5 CUSTOMER REASSURANCE GIVEN

Customer notifications will be left in the property to reassure guests of the additional care and attention taken when cleaning the property.

6 GUEST SAFETY DURING STAY

Anti-bacterial hand sanitizer or liquid soap will be provided in the accommodation for guests to use during their stay.

7 REPORT AND MANAGE INFECTION CASES

Adhere to government guidelines on reporting and managing potential infection cases.

8 SWIMMING POOLS & HOT TUBS (WHERE APPLICABLE)

Where applicable, swimming pools & hot tubs should be cleaned and sanitised according to the guidance and standards set by relevant governing bodies (e.g BISHTA and SPATA)

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Continuing from the cleaning principles, ensuring that guests feel comfortable and not pressured into “contact” situations is equally important. Social-distancing has become a staple of the COVID19 pandemic response. The ability to deliver service while sustaining distancing measures will also form a significant part in providing consumer confidence post-lockdown. In conjunction with good cleaning, this forms the second vital part of our “Safer Stays” initiative.



SOCIAL DISTANCING PRINCIPLES

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SAFER ARRIVAL & DEPARTURE PROCESSES

Manage guest arrival, key collection and key drop without face to face contact, or alternatively from a safe distance, for example keys left in the accommodation, in a safe location at the property or at a reception if there is one. Drive through check-ins may be possible or where key safes are available, ensure these are classed as a high touch item and sanitise appropriately. If security deposits are taken on arrival, you could consider requesting a bank transfer.

SHARED FACILITY USAGE (WHERE APPLICABLE)

Measures taken to maintain distancing in shared areas and keep them clean and sanitised. Adequate facilities for guests to wash and sanitise their hands in key areas across locations with shared facilities, such as hand washing/sanitising stations.

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SOCIAL-DISTANCING SIGNAGE (WHERE APPLICABLE)

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Social distancing measures clearly displayed for guests to follow across locations with multiple properties and/or shared facilities, for example, distance markings on floors, appropriate queuing and one way systems in facilities that are allowed to open (such as shops, spas etc), social distancing reminders and information signage

ADAPTING FACILITIES (WHERE APPLICABLE)

Deliver an alternative or adapted service for facilities and activities that are applicable to your property, for example swimming pools (if permitted to be open) to be booked on a rota basis.

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IMPORTANT NOTE: To receive the “Safer Stays” badge, you must agree to adopt and implement ALL principles (where applicable) and confirm to us that you will do so for every guest arrival. We can only accept submissions via the form provided from the email we sent you.

We reserve the right to check and monitor the implementation of these measures and may remove the badge should any issues or concerns arise.