



Safe, Clean & Legal™
Self Catering Guidelines including updated
COVID-19 Cleaning Protocols



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t: 0845 300 6996 | e: hello@qualityintourism.com | w: www.qualityintourism.com

COVID-19 means a new much more in-depth process of cleaning is required. You may want to consider how much time you have to clean, leave a day (or longer) between bookings or change your arrival and departure times and have a strict protocol / routine in place to protect your guests, your teams and you.

Airing the property before entering will help. Ask your guests to open windows as they leave. Then wait for as long as possible (2 to 3 hours) to air.

General Information

These guidance notes have been thoroughly checked and developed by experts. With these notes you will find an accompanying template for a risk assessment. Use these notes to complete the risk assessment, returning it to Quality in Tourism on completion.

- Watch out for our top tips emails, we will share best practise with all participants.
- It is important you keep any contact with guests to an absolute minimum, which means ensure they have all the information they need before they arrive on email or through a website etc.
- Any welcome pack goods should only be provided in sealed bags and packets. It's not the time to provide homemade goods.
- Always work from a cleaning schedule.
- Keep a cleaning standards tick list for transparency for the incoming guest.

Create an online folder for guests for local information etc, tips and information, email this prior to their visit. Include:

- Helpful numbers and contacts.
- Guidance in case a guest shows COVID-19 symptoms.
- Local walks / attractions - that are open for use under social distancing rules
- Appliance instructions.
- Heating instructions.

Outside Space

Task	✓	Completed By	Comments
Make sure the property bin area is debris free and clear and that bins are clean and sanitised.			
Label the bin to use for soiled cloths and used PPE equipment.			
Clear instructions available regarding recycling and rubbish day etc.			
Gardens / decking area clear and safe. No slip, trip or fall issues.			
Hot tubs filled and prepared in guidance with the manufacturer's instructions (see separate hot tub guidance).			
Garden equipment clean and fit for purpose.			
BBQ / fire pit instructions available.			
Garden gate cleaned and wiped.			

Garage

Task	✓	Completed By	Comments
Clear and ready to use.			
If the garage is part of the rental agreement, ensure all paints, flammable liquids and personal possessions are locked away in a metal cabinet.			
Handles / light switches cleaned and sanitised.			

Entry to the Property

Task	✓	Completed By	Comments
Keylocks clean and sanitised.			
Keys / keycards clean and sanitised.			
Key pads clean and sanitised.			
External handles and letter box clean and sanitised.			

Entry Hall

Ventilate for as long as possible whilst cleaning the property.

Task	✓	Completed By	Comments
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All light switches / power switches wiped and sanitised.			
All surfaces wiped and sanitised.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Mirrors cleaned and dust free (close face contact).			
Coat racks clean and sanitised.			
Windows clean and cobweb free.			
Check the fire alarm is in working order.			

Living Spaces

Ventilate for as long as possible whilst cleaning the property.

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
TV and electrical appliances dusted and in working order.			
All remote controls wiped and sanitised.			
WiFi hub wiped and sanitised.			
Remove unnecessary ornaments from the area.			
All surfaces wiped and sanitised including coffee tables and window sills.			
Lamp switches clean and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Sofas clean and stain free.			
Sofa beds check mechanism is working and the mattress is clean and stain free.			
All rugs are secure (slip trips and falls).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Empty bins, wipe and sanitise.			

Stairs and Landing Areas

Ventilate for as long as possible whilst cleaning the property.

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
Bannisters wiped and clean with sanitiser.			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Test fire alarm is in working order.			

Dining Room

Ventilate for as long as possible whilst cleaning the property.

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
All surfaces wiped and sanitised including coffee tables and window sills.			
Lamp switches clean and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Dining room table and chairs cleaned and sanitised.			
Highchairs if applicable washed and sanitised / fit for purpose.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Empty bin, wipe and sanitise.			
Test smoke alarm is working.			

Kitchen

Ventilate for as long as possible whilst cleaning the property.

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
Check the boiler and heating is working and fit for purpose / water pressure is correct / heating switches on / thermostat working.			
Ensure that a carbon monoxide detector is in place and in working order.			
Ensure a fire blanket is placed in the kitchen.			
Test smoke alarm is in working order.			
Enough cutlery / crockery / all washed and stored properly.			
Draws and cupboards all debris free and sanitised.			
Empty bin, wipe and sanitise.			
Ensure floor is debris free, mopped and disinfected.			
Fridge			
Clean and clear.			
Running at correct temp.			
Check all seals are correctly fitting.			
Check all seals are debris free and clear of mould.			
Clean and wipe all outside of the fridge.			
Clean and sanitise the handle.			
Washing Machine			
Run a cycle to ensure it is in working order.			
Ensure the inside of the machine is mould free.			
Clean and sanitise the inside door.			
Clean and sanitise the washing detergent area.			
Clean and sanitise all the start buttons / dials.			

Dishwasher			
Run a cycle to ensure working correctly.			
Remove all food debris.			
Wipe and sanitise all the controls.			
Remove and rinse the filter.			
Clean and sanitise the external door and handle			
Oven / Hob			
Oven clean and debris free.			
Hob clean and debris free.			
Clean and wipe hob and all attachments.			
Cooker hood clean and debris free.			
Instructions available.			

Bedrooms

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
TV and electrical appliances dusted and in working order.			
All remote controls wiped and sanitised.			
All surfaces wiped and sanitised / including skirting boards / bedside tables.			
Wardrobe clean and cobweb free (no personal items).			
Storage units all clean and sanitised.			
Lamp switches clean and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Rubbish bin debris free and sanitised.			
Headboard clean and dust free.			
Mattress clean and stain free, bedbug free and fit for purpose.			

Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Rubbish bin debris free and sanitised.			
Headboard clean and dust free.			
Mattress clean and stain free, bedbug free and fit for purpose.			
Protectors on pillows and mattress.			
Hypoallergenic duvet and pillows to be used.			
Bed linen to be 100% cotton so can be washed at 60 degrees.			
Ensure bunkbeds are secured and safe to use.			
Extra blankets / bedding stored correctly in sealed blanket bags.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			

Bathrooms / Toilets

Task	✓	Completed By	Comments
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
Use single-use toiletries.			
All light switches wiped and sanitised.			
Clean and sanitise all bathroom tiles ensuring that all grouting is smooth and not chipped.			
Clean and sanitise all bathroom 'furniture' ie toothbrush holders / soap dishes / toilet roll holders / towel rails / heated towel rails.			
Clean and sanitise the shower / shower cubicles ensuring the area is mould and mildew free.			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean, ensuring it's limescale free and the screen is sanitised and wiped down, dry and buffed.			
Remove the shower head and thoroughly clean with sanitiser / replace and buff clean.			

Inspect the shower hose to ensure no leaks / wipe over with sanitiser and buff.			
Sanitise the temperature control area of the shower.			
Wash and sanitise the bath and surrounding areas, wiping all taps and sanitise, and buff all taps. Leave all area as dry as possible.			
Remove the shower curtain and wash or replace. Body fat and mould live on shower curtains.			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean.			
Clean and sanitise the sink including underneath and down all the pedestal (again, children will be touching at different levels) including splashback.			
Clean and sanitise the plug.			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean.			
Clean, sanitise and buff taps.			
Clean and sanitise the toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim.			
Clean and sanitise all the outside of the toilet remembering the u-bend.			
Clean and sanitise the cistern area.			
Clean and sanitise toilet flush.			
Clean and sanitise toilet brush.			
Discard any unused toilet roll and replace with a new roll.			
Ensure the floor is debris free and mop and sanitise.			
Empty bins, wipe and sanitise.			
If using bathroom mat set, ensure these are changed and washed once a week.			