



Safe, Clean & Legal™
Guest Accommodation Guidelines including
updated COVID-19 Cleaning Protocols



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COVID-19 means a new much more in-depth process of cleaning is required. You should consider how much time teams have to clean, occupancy levels and ensure you have a strict protocol / routine in place to protect your guests, your team and yourself.

General Information

A robust policy and operations procedure must be produced and implemented before opening. A detailed Risk Assessment should be returned to Quality in Tourism, including the below points:

- Communication to customers.
- Social distancing: How / when in breakfast rooms and public areas (see notes on current advice).
- What food offering would be safe and business viable?
- Supply for PPE equipment for teams, with regular changes to prevent cross-contamination.
- Visible evidence of cleaning regimes to restore customer confidence and keep team and customers safe.
- Cleaning room options (suggest no stop over cleans/turndown).
- Consider managing your occupancy to support limiting exposure.
- Robust reporting guidelines if guests and team members become ill including post a visit.
- How deliveries into the business will be effective and managed.
- Social Distancing in small places e.g. corridors and kitchens.
- Offices and lockers / changing rooms.
- Uniform, where and when staff change, washing of uniform.
- Develop a lost property procedure.
- Do not offer to store luggage.

How would your teams work? And what happens should a team member become ill on shift / post shift?

- Reception.
- Housekeeping / maintenance.
- Kitchen.

Reception

Task	✓	Completed By	Comments
Set up for social distancing to protect both customers and staff.			
Hand sanitiser available to all guests and staff members.			
Staff to wear appropriate PPE.			
Minimise contact by:			
Emailing receipts.			
Express checkout only.			
Pay by card.			
Having keys / key cards in rooms ready for the guest.			
Dedicated phone line for guest queries to stop visits to reception.			
One way entry and exit if possible.			
Place a screen in between guest and staff if possible.			
Stagger check in time / check out times if possible.			
Regular cleaning of screens / monitors and telephones / all recorded.			

Reception Area

Currently, the advice is to close communal areas. If your reception has a lounge area, how will you prevent guests from using this space?

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Use cleaning coded cloths and equipment.			
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 high volume 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.			

Public Areas

Currently, the advice is to close communal areas. If you have a lounge area, how will you prevent guests from using this space?

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
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.			
All surfaces wiped and sanitised including skirting boards / coffee tables.			
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.			
All rugs are secure (slips, trips and falls).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Empty bins wipe / sanitise.			
Public areas to be regularly cleaned throughout the day.			

Lifts

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Use cleaning coded cloths and equipment.			
All surfaces clean and sanitised.			
All buttons cleaned and sanitised.			
Mirrored surface clean and sanitised.			
Minimise the amount of people in the lift.			
Set up a hand sanitiser station on each floor next to the lifts.			
All lifts to be deep cleaned overnight.			
One family / social distance group per journey.			

Stairs and Landing Areas

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Use cleaning coded cloths and equipment.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
Bannisters wiped on a regular basis and cleaned 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.			

Breakfast Room

It is expected that restaurants, cafes and bars will remain closed for the time being. Consider how you may operate food and drink services for guests in the short, medium and longer term, taking into account the 2 metre rule.

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
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.			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Dining room table and chairs cleaned and sanitised.			
Operate a clear table policy with no cutlery, crockery, glass wear, condiments on the table (to be brought with the meal).			
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.			
Wash and sanitise all surfaces including: tables / chairs / serving surfaces.			
Empty all condiments / wash through a dishwasher, dry refill and replace.			
Wash all cutlery, crockery and glasses through an industrial dish washer / glass washer.			
Clean all coffee machines as per the manufacturers' instructions.			
Wash and sanitise all the bar area including tills, card payment machines, front of bar / shelves and optics.			
Clean and sanitise glass washer.			
Clean through beer lines as per the manufacturers' instructions.			
Clean and clear all cellar areas, adhering to all Health and Safety policies.			

Kitchens

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
Sanitise all working areas and surfaces.			
Sanitise all chopping boards.			
Drain all fryers and clean / replace with clean fat.			
Deal with grease build up behind fryers, hobs, stoves with wiping and sanitise.			
Clean fat / grease traps.			
Empty freezers out and clean check end dates of food.			
Empty and sanitise walk in fridges check end dates of food.			
Check thermometers are calibrated.			
Clean ovens as per manufactures instructions clean and sanitise.			
Clean and clear hood filters.			
Ensure that dishwasher is free from food and run a cycle.			
Wash all cooking equipment through dishwasher.			
Wash and disinfect all floors.			
Empty and disinfect all bins.			
Ensure HACCP working documents are up to date and followed.			
Risk Assessments in place.			

Bedrooms

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
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 wiped & sanitised and in working order.			
Remove any leaflets, paper, pens & guest directories (use digital alternatives).			
Remove unnecessary soft furnishings, cushions, throws.			
All remote controls wiped and sanitised.			
All surfaces wiped and sanitised, including bedside tables.			
Wardrobe clean and cobweb free (no personal items).			
Storage units all clean and sanitised.			
Lamp switches clean and sanitised.			
Wipe and sanitise room safe if applicable.			
Wipe and sanitise the iron and ironing board.			
Wipe and sanitise trouser press if applicable.			
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.			
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.			

Bedroom Tea Trays

Task	✓	Completed By	Comments
Mugs, not cups and saucers if possible.			
Mugs replaced and ran through a hot wash dishwasher.			
Cardboard cups can be used but can carry infection for longer than mugs.			
Clean and sanitise the tray.			
Clean and descale the kettle internal.			
Clean and sanitise the outside of the kettle on / off switch.			
Leave the lid of the kettle open.			
Ensure all condiments / tea / milk / biscuits are sealed in single packets (no jar of biscuits, etc).			

Bathrooms

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
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 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 a 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 areas 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.			
Ensure the floor is debris free and mop and sanitise.			
Empty bin and sanitise.			
If using bathroom mat set ensure these are changed and washed once a week.			
Single use toiletries to prevent cross-contamination.			
Use toilet sanitised strips.			
Replace drinking glasses / place in a protective cover if possible.			