

Cleanliness has always to be top of mind for us as a hosting team and we know that it's essential to a great experience of our guests. This cleaning procedures have been issued to guide you as a team through a flawless cleaning procedure, ensuring that everybody knows what and how to do to guarantee keeping our high standards of hygiene, especially in these challenging times.

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### 1. BASIC GUIDELINES

- Kindly ask guests to sanitize their hands when arriving on the compound.
- Measure the temperature of our guests at arrival.
- Wear a mask and practice social distancing with guests and encourage them to do the same.
- Wear protective gear while you clean such as disposable gloves and a mask while cleaning.
- Wear a face masks in all common areas, especially when interacting with guests.
- Avoid touching your face at all times and make sure to wash your hands immediately after removing gloves.
- Make sure to clean and sanitize common areas and the cottage before every guest check-in.
- Clean and sanitize the registration desk and the cottage before every guest check-in.

### 2. THE DIFFERENCE BETWEEN CLEANING AND SANITIZING

Cleaning and sanitizing are two separate steps, and it's important to do both in the correct order.

#### Cleaning

Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe off a kitchen countertop or stovetop.

#### Sanitizing

Sanitizing is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

### 3. ORDER OF PROCEDURE - TIPS TO HELP REDUCE THE RISK OF CROSS-CONTAMINATION

It's important to have a cleaning process that works best for our space and you as the cleaning team. As you get up to speed, here are some tips and techniques to help protect against contamination, while creating the most efficient workflow possible. In addition it helps to maintain our high standards of hygiene.

Clean the dirtiest spaces in the relevant area first.

Spend the most time cleaning the areas that are most prone to germs and bacteria. This means starting with the bathroom and kitchen before moving onto the rest of the cottage. Please follow the cleaning in the order below:

1. Bathroom
2. Kitchen
3. Bedrooms
4. Common areas (e.g., living room, dining room)
5. Veranda furniture
6. Veranda floor

### 4. THE FIVE-STEP CLEANING PROCESS

1. Prepare your equipment and ventilate the space before cleaning
2. Clean each area as by the relevant room checklist
3. Sanitize all high-touch surfaces, appliances and electronics
4. Check that the area/room has been thoroughly cleaned and sanitized
5. Reset the area for the next guest and restock your supplies, step back and admire your hard work. YOU DID IT!

#### STEP 1: PREPARE YOUR EQUIPMENT

a) Prepare equipment for cleaning

Before cleaning and sanitizing room-by-room, go through this checklist to make sure the entire space is prepared for cleaning and you have all you need at hand. **Start** by gathering all the items you'll need to clean, sanitize, and maintain the cottages.

- Protective gear equipment products (disposable gloves, face mask)
- Guest cleaning supplies
  - Refill for dishwashing liquid
  - Antibacterial multi surface cleaner
  - Dishwashing sponges (any color except blue)
- Broom and dustpan
- Dust cloths
- Garbage bags
- Mop
- Bucket
- Sponge cloth
- Scrub pads for the kitchen
- Scrub pads for the toilet (color blue)
- Antibacterial multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Dishwashing detergent
- Furniture/wood polish
- Antibacterial hand sanitizer
- Fresh linen
- Fresh towels for the shower and the pool
- Fresh kitchen towels

b) Personal hygiene - Protective gear

- Wash your hands for at least 30 seconds with soap and water.
- Before you enter the space, put on protective equipment such as disposable gloves, aprons or gowns and face masks.

c) Go to the cottage

- Collect all disposables and food rests from plates the guests might have left and put them in the garbage bin.
- Take out all the garbage. Starting with this step helps prevent dirty garbage from contaminating the space once it has been cleaned.

d) Dirty linen and towels

Collect all dirty linens and towels throughout the space and avoid shaking dirty linens, which could increase the spread of germs. Bring them to the laundry area and start washing if there is enough linen to wash. Make sure the washing machine is neither underloaded nor overloaded. Refer to the instructions for the washing machine.

e) Unplug before cleaning

Go back to the cottage. For your safety and to protect fixtures unplug all appliances before cleaning (fridge, toaster). Plugged appliances that are turned "off" are still connected to electricity until unplugged.

## THE FIVE-STEP CLEANING PROCESS

### Step 2: Cleaning; Step 3: Sanitizing

#### STEP 2: CLEANING

- a) Ventilate the entire space before cleaning
- b) Collect all dishes  
Walk through the space and collect all dishes from every room to help avoid cross-contamination. It's important to wash all the dishes to help ensure hygienic standards.
- c) Dust and sweep hard surfaces  
When dusting, start from the top down to ensure there are no visible signs of dirt. Wipe each surface down with cleaning detergent and a damp cleaning sponge to remove dirt, grease, dust, and germs. Hard surfaces include things like
  - Air-condition
  - Window grids
  - Curtain rail
  - Lampshades
  - Countertops
  - Tables
  - Sinks
  - Cabinets
  - FloorsWhen mopping, work from the back corner of the room to the front and dispose of the water in a sink that has not yet been cleaned yet.
- d) Clean the soft surfaces  
Soft surfaces include things like carpets, bedding and upholstery. Carefully remove any visible dirt or grime, shake soft furniture outside the house for removing the dust, then clean with the appropriate cleaners. If possible, machine-wash items according to the manufacturer's instructions.

#### STEP 3: SANITIZE ALL HIGH-TOUCH SURFACES, APPLIANCES, AND ELECTRONICS

- a) Disinfectant  
Once a hard surface is clean, spray with disinfectant. In addition to all the bathrooms surfaces focus on sanitizing all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such as flooring).
- b) Timing  
Let the disinfectant stand at least for the length of time specified on the label of the disinfectant. This allows the chemicals time to kill as many germs as possible. Allow to air-dry. If you remove the disinfectant before the recommended wet contact time, there's no guarantee that the product has killed the pathogens claimed on the label.
- c) Closing  
Close the door of the room which has already been cleaned and sanitized.

## THE FIVE-STEP CLEANING PROCESS

Step 4 Check the room guidelines

Step 5: Reset

### STEP 4: REVIEW THE ROOM-BY-ROOM GUIDELINES

- a) Follow the checklist for each room to ensure thorough cleaning and sanitization.
- b) Double check that all high-touch surfaces were sanitized
- c) Correct anything that may have been missed.
- d) When you finish sanitizing and resetting a room, close the door and disinfect the doorknob. This is an indication to yourself and any other members of our cleaning team that the room has been completed. Once sanitized, don't re-enter this space.

### STEP 5: RESET

- a) Dispose of and wash your cleaning supplies
- b) Throw away disposable products.
- c) Wash any cleaning cloths at the highest heat setting appropriate for the material.
- d) Be sure to also clean any other tools that were used.
- e) Safely remove any cleaning gear once you are done cleaning
- f) Dispose of or wash any protective gear according to their usage guidelines.
- g) Wash your hands for at least 20 seconds with soap and water.
- h) Visually assess each room to ensure the stage is set for the next guest.
- i) Restock your cleaning supplies
- j) Be sure to take a moment to check expiration dates and refill any supplies that you have used, so you're ready for the next turnover.

## SIX AREAS - CLEANING CHECKLIST

### Bathroom

#### BATHROOM CLEANING

##### Step 1: Prepare

- Cleaning equipment (Refer to the "Prepare for cleaning")
- Fresh towels, toilet paper, refill for handwashing soap

##### Step 2: Clean

Spray all surfaces with a multi-surface cleaner and allow it to set for the amount of time specified on the label.

Be sure to cover:

- The inside of the toilet bowl, the seat, and the seat hinges.
- Put down the toilet seat while the cleaner sets.
- The surfaces of the shower walls or bathtub.
- Any tiled surfaces.
- The sink basin, handles, and backsplash.
- Scrub the toilet bowl with the toilet brush to remove build-up.
- When done, clean the toilet brush with bleach and flush the canister with soapy water.
- Scrub the shower walls interior with a scrub brush then rinse clean.
- Wipe surfaces dry with a clean dry cloth. Do not reuse the cloth for other surfaces!
- Scrub the sink, basin, handles and backsplash with a cleaning sponge, then rinse clean.
- Wipe the basin and backsplash dry with a with a clean dry cloth. Do not reuse the cloth for other surfaces.
- Wipe down all tiled areas with a damp cloth and dry after.
- Work from top to bottom, paying particular attention to the spaces between the tiles.
- Clean all remaining bathroom surfaces with a multi-surface cleaner, working from top to bottom.
- Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills.
- Sweep the floor to remove any hair and debris, starting at the farthest corner in the room and working toward the door.
- Mop the floor, paying particular attention to corners and the areas behind the doors.
- Clean any mirrors and glass using glass cleaner and a dry clean cloth.

## SIX AREAS - CLEANING CHECKLIST

### 1. Bathroom

#### Step 3: Sanitize

Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- Door handles and knobs
- Light switches
- Sink, bath, and shower faucets
- The sink basin
- Toilet handle, seat, and surface
- Countertops
- Cabinets
- Shelves
- Windowsills and handles
- Blinds
- Railings
- Garbage cans
- Make sure you've completed all the tasks above. Check that the lights and electronics are working properly
- Replace the toilet rolls, guest supplies, and fresh towels
- Replace or refill any hospitality items (i.e. shampoo, conditioner, hand soap, body soap) for the next guest
- Switch off all lights and devices
- Close the windows, arrange the curtains and blinds, and turn off the
- lights, closing the door behind you as you exit the room

#### Step 4: Check

- Make sure you've completed all the tasks above
- Gather your supplies
- Check that the lights and electronics are working properly
- Check that the mosquito net is intact and has no holes

#### Step 5: Reset

- Close the windows, arrange the curtains.
- Make sure you've completed all the tasks above.
- Replace or refill any hospitality items (hand soap, toilet paper, towels) for the next guest.
- Close the windows and arrange the curtains.
- Turn off the lights, closing the door behind you as you exit the room.
- Disinfect the doorknob.

#### KITCHEN CLEANING

Guidance on how to clean and sanitize a kitchen or kitchenette

##### Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the "Prepare for cleaning" checklist

##### Step 2: Clean

- Remove any food or beverages the previous guest may have left in the refrigerator, freezer, and pantry
- Wash any dirty dishes you've collected
- Soak any dishes with stuck-on food or grease and hand-wash any items that are not dishwasher safe, such as pots and pans  
Clean and wipe down: Refrigerator shelving and interior walls  
Countertops, ledges, and backsplashes
- Clean the stove and stovetop
- Follow cleaning instructions that tell you how long to let the cleaner set, then scrub off any build-up with a scrub pad
- Use a microfiber cloth and water to wash off any chemical and carbon particles
- Use a wet cloth and water to wash away any residue
- Unplug and clean any additional appliances, such as coffee-makers or toasters
- Allow appliances to air-dry or use a microfiber cloth to dry them by hand
- Clean the sink, garbage disposal
- Rinse down any food particles and soap in the sink
- Sweep the floor and remove debris with a dustpan
- Mop the floor, paying attention to the corners and the areas behind the doors

##### Step 3: Sanitize

Use disinfectant and treat frequently touched surfaces, allow them to air-dry. Be sure to sanitize:

- The tap and sink basin
- Cabinets and shelves
- Doors and door handles
- Silverware holders
- Oven handles and knobs
- The outside of the refrigerator and handles
- Garbage and recycling bins
- Light switches
- Railings
- Tabletops
- Keys

## SIX AREAS - CLEANING CHECKLIST

### 2.Kitchen

#### Step 4: Check

- Make sure all tasks above are done
- Check that the lights and electronics are working properly and switch off and unplug them again after checking
- Check that the mosquito net is intact and has no holes

#### Step 5: Reset

Use a multi-surface disinfectant to spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- The faucet and sink basin
- Cabinets
- Shelves
- Doors and door handles
- Silverware holders
- The inside and outside of the microwave (if applicable)
- Oven handles and knobs
- The outside of the refrigerator and handles
- Fan and lamp chains
- Garbage and recycling bins
- Light switches
- Railings
- Tabletops
- Thermostats
- Blinds
- Keys
- Remote controls
- Check that the lights and electronics are working properly
- Dry off any metal surfaces or appliances with microfiber cloths
- Wash your hands and put on a pair of clean gloves, then:
- Put away any pots, pans, appliances and dishes that have been moved
- Replace cleaned linens, such as dishtowels
- Replace any racks and plates you removed from the refrigerator, microwave or oven
- Switch off all lights and devices
- Close the windows, arrange the curtains and blinds, and turn off the lights, closing the door behind you as you exit the room

#### BEDROOM CLEANING

Guidance on how to clean and sanitize a bedroom or dedicated sleeping area

##### Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

##### Step 2: Clean

- Dust all surfaces with a microfiber cloth and a multi-surface cleaner
- Use an extendable duster to clean hard-to-reach areas
- Pull the bed away from the wall and sweep all areas with a broom and dustpan, including behind and under the bed
- Mop the floor paying particular attention to corners and the area behind the doors
- Wipe down electronics with a damp microfiber cloth, following the manufacturer’s guidelines
- Use furniture polish as needed on wooden furniture, such as bed frames and tables
- Spray glass cleaner on a new cleaning towel and clean any glass, mirrors, or windows from top to bottom

##### Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces
- and allow them to air-dry. Be sure to sanitize:
- Light switches
- Doorknobs
- Bedside tables
- Electronics
- Clothing racks
- Clothing hangers
- Chest of drawers/armoires
- Windowsills and handles

##### Step 4: Check

##### Step 5: Reset

- Make sure you’ve completed all the tasks above
- Check that the lights and electronics are working properly
- Wash your hands and put on a pair of clean gloves, then:
- Make the bed using fresh, clean sheets, pillowcases, and a duvet or blanket
- Replace or refill any hospitality items for the next guest
- Switch off all lights and devices
- Close the windows, arrange curtains/blinds, and close the door behind you

## SIX AREAS - CLEANING CHECKLIST

### 4.Living room/corridor

#### LIVING ROOM

Guidance on how to clean and sanitize a common area, such as a living room, family room, dining room or office.

##### Step 1: Prepare

Gather your supplies

Ventilate the space

Refer to the "Prepare for cleaning" checklist

##### Step 2: Clean

- Remove all objects from the surface
- of tables and shelves, such as decor,
- lamps or place-settings
- Dust shelving, surfaces, and items
- below, starting from the highest shelf
- and working from left to right:
- Lamps
- Shelving
- Cabinets
- Wall art or pictures

Using a multi-surface cleaner and a clean microfiber cloth, wipe down walls, baseboards, and table tops

If there are any stains:

Gently blot any upholstery stains using a water and detergent solution

Sweep non-carpeted areas and remove debris with a dustpan

Mop the floor, paying particular attention to the corners and the space behind the door

Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

##### Step 3: Sanitize

Use disinfectant and treat frequently touched surfaces, allow them to air-dry. Be sure to sanitize:

- Doorknobs
- Cabinet knobs
- Fan and lamp chains
- Keys
- Light switches
- Railings
- Tabletops
- Windowsills
- Garbage cans and recycling bins

## SIX AREAS - CLEANING CHECKLIST

### 4.Living room/corridor

#### LIVING ROOM

##### Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Check that the mosquito nets are all intact and has no holes

##### Step 5: Reset

- Use a multi-surface disinfectant to spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
- Doorknobs
- Cabinet knobs
- Fan and lamp chains
- Keys
- Light switches
- Railings
- Remote controls and any gaming consoles
- TV screen buttons
- Tabletops
- Thermostats
- Windowsills
- Garbage cans and recycling bins
- Electronics
- Book covers
- Gym and exercise equipment (if applicable)
- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Wash your hands and put on a pair of clean gloves, then:
- Replace any objects that may have been moved during cleaning
- Reset all freshly laundered linens such as pillow covers, throw blankets, and curtains
- Set out cleaning supplies that guests can use during their stay, such as:
  - Multi-surface cleaner
  - Extra hand soap
  - Switch off all lights and devices
  - Close the windows, arrange curtains/blinds, turn off the lights, and close the door behind you

## VERANDA

### Step 1: Prepare

- Gather your supplies
- Refer to the "Prepare for cleaning" checklist

### Step 2: Clean

- Sweep outdoor veranda spaces and dispose of debris using a dustpan
- Use a broom or duster to remove visible dirt/cobwebs from walls, screens or ceilings
- Shake out any rugs
- Using a multi-surface cleaner, wipe down hard surfaces, including light fixtures, outdoor furniture, shelves,
- Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

### Step 3: Sanitize

Use disinfectant and treat frequently touched surfaces, allow them to air-dry. Be sure to sanitize:

- Doorknobs
- Screen door handles
- Tables
- Chairs
- Shelves
- Furniture
- Light switches
- The patio bar (if applicable)
- The outdoor fridge (if applicable)
- The barbecue/grill (if applicable)

### Step 4: Check

- Make sure you've completed all the tasks above
- Make sure that the furniture is clean and in good condition
- Make sure that all lights, appliances, and amenities are in working order

### Step 5: Reset

- Replace any objects or cushions that may have been moved during cleaning
- Replace any freshly laundered items like furniture covers, cushion covers

#### OUTDOOR AREA

##### Step 1: Prepare

- Gather your supplies
- Refer to the "Prepare for cleaning" checklist

##### Step 2: Clean

- Sweep the walkways with a large broom.
- Remove all rotten leaves from the paths and aside the paths.
- Clean the area around the common wastebin.
- Clean the common waste bin inside and outside after waste collection.
- Clean the area in front of the kitchen.
- Wipe down any surfaces with visible dirt (security lights, metal poles...)
- Clean doorknobs at the gate inside and outside.
- Clean handwashing device at the entrance.
- Tidy up the area with sand and rake a pattern.
- Wipe of the sunbeds including the mattress.
- Remove dried up leaves from the plants.
- Water the plants.

##### Step 3: Sanitize

Use disinfectant and treat frequently touched surfaces, allow them to air-dry. Be sure to sanitize:

- Doorknobs at the gate
- Handrails of the pool
- Light switches
- Handwashing device at the entrance
- The mattress covers on the sunbeds

##### Step 4: Check

- Make sure you've completed all the tasks above
- Make sure that the furniture is clean and in good condition
- Make sure that all lights, appliances, and amenities are in working order

##### Step 5: Reset

- Put back items you have removed for cleaning (e.g., sunbed mattresses)
- Arrange the sunbeds

#### IMPORTANT NOTE

During all the cleaning process pay attention to stains on the wall, broken items, chipped off items, missing items, mosquito nets with holes and report them immediately to the management, make sure this happens BEFORE the arrival of the guests.