

PORTMAN LODGE

WHITECLIFF MILL ST

BLANDFORD FORUM

DORSET DT11 7BP

Tel: 01258 453727

E.Mail: enquiries@portmanlodge.co.uk

Website: www.portmanlodge.co.uk

Date

Dear xxxx

We are contacting you in advance just to let you know that the Flat at Portman Lodge B&B, that you have booked, will be cleaned and sanitised to the COVID Ready Guidelines from the AA and Good to Go Visit England. We have produced a Risk Assessment that covers all aspects of our business and this can be seen on demand but will also be available on our website.

We would ask that you minimise asking us to enter the flat during your stay. If, for example, the washing machine is not working, we will try and sort it out over the phone. If still not working we will attempt a repair whilst you are out.

We will be around most of the time, in the adjacent house, so if you need us for any reason, just phone and we will be there to answer any questions. Our mobile numbers are Gerry 07860 424235, Pat 07785 971743.

Please phone us on arrival. The Flat will be open and ready for you and the cleaned keys will be in the door to the bedroom. Please try not to arrive before 1600 hours so that we can complete the enhanced cleaning under the cleaning protocols mentioned above.

We are asking you to help us to ensure you have a safe and enjoyable stay with us, by

1. Provide names, telephone numbers and email addresses of everyone in the party so that we can pass this onto NHS if it is required. Also complete the health questionnaire attached and return it to us before 10pm on night before arrival.
2. Socially distancing yourselves from us
3. Be rigorous in following any social distancing when out in public. Keep a diary of places and people visited – this will be kept for 21 days
4. If you show any signs of having the virus, you and your party must immediately self-isolate in the Flat and arrange for a test by contacting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus>. The result must be shown to us. If positive you will need to leave, if any member of your party can drive you back to your place of residence, where you will continue to self isolate for 14 days. If that is not possible and you and your party have to self-isolate here, then you will have to pay for any bookings that have to be cancelled as a result. Any additional costs, such as residence, food etc will be negotiated.
5. On arrival home, we request that if any of your party become ill in the next 14 days and test positive to Covid-19, that you will let us know.

Thank you and looking forward to welcoming you at Portman Lodge

Regards

XXX

Check List for Cleaning Self-Catering Unit

Date - 1st July 2020

Property Name - Portman Lodge B & B

Cleaned by - Pat Griffin

Signed

Appropriate protective clothing should be worn when cleaning, and protective clothing should be changed between properties.

Cleaning Check List

All surfaces are to be cleaned first, then disinfected

Date							
Entrance							
	Keys cleaned and sanitised						
	External handles wiped and disinfected						
Communal Parts							
Living Spaces							
	Internal doors and door furniture wiped and disinfected						
	High level surfaces dusted						
	Light and power switches wiped and disinfected						
	All surfaces and furniture, including skirting boards wiped and disinfected						
	Electrical equipment and remote controls wiped down						
	Soft furnishings steamed or sprayed with virucidal disinfectant mist						
	Mirrors cleaned						
	Windows cleaned						
	Carpets hoovered and sprayed with virucidal disinfectant mist						
	Washing machine / microwave / kettle / toaster: clean and sanitise doors, handles and controls						
	Hob: clean and disinfected surfaces and controls						
	Fridge: clean and disinfected inside and out, including handle						
	Pans, crockery, utensils to be removed and washed in the dishwasher						
	Drawers and cupboards wiped and disinfected						
	Vinyl Floor hoovered and mopped with virucidal disinfectant						
	Empty Bins and disinfect						
Bedroom							
	Internal doors and door furniture wiped and disinfected						
	High level surfaces dusted						
	Light and power switches wiped and disinfected						
	All surfaces and furniture, including skirting boards wiped and disinfected						
	Electrical equipment and remote controls wiped down						
	Drawers and cupboards wiped and disinfected						
	Soft furnishings steamed or sprayed with virucidal disinfectant mist						
	Mirrors cleaned						
	Windows cleaned						
	Carpets hoovered and sprayed with virucidal disinfectant mist						
	Empty Bins and disinfect						
Bathroom							
	Internal doors and door furniture wiped and disinfected						
	High level surfaces dusted						

Light and power switches wiped and disinfected							
Clean tiles							
Clean shower / bath / sink including pedestals and splashbacks							
Remove shower head and clean							
Clean and sanitise taps							
Clean plugholes and pour disinfectant down							
Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim							
All surfaces and furniture, including skirting boards wiped and disinfected							
Mirrors cleaned							
Windows cleaned							
Hard flooring hoovered and mopped with virucidal disinfectant							
Soak toilet brushes in bleach							
Outside Space							
Ensure bins are labelled (separate bin for used cloths and protective clothing)							
Disinfect bin lids							
Clean outdoor furniture, banisters and gates, and disinfected							