

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

Property Name	Ingleby Lodge & East Wing	Date of Next Review:	
Date of Assessment	1 st July 2020	Notes:	
Assessment Carried out by	Mr & Mrs D. Rukin (Owners)		

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<p>Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Pre-arrival information sent to organiser. Explained in pre-arrival info</p> <p>Both completed (see App 1 & 2)</p> <p>Key safe in use and contact telephone numbers given.</p> <p>No interim cleans.</p> <p>Explained in On-arrival info.</p> <p>Information in 'Welcome book.'</p> <p>N/A</p> <p>Info in On arrival note</p>	<p>Minimise contact between the two parties.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</p> <p>Use self-check in approaches where appropriate such as lock boxes with Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Ensure guests are not present during interim cleans</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p> <p>Provide a FAQ document on all aspects of the property for example:</p> <p>When bin day is How the boiler works How to switch the heating on How the cooker works</p> <p>This will minimise any visit to the property</p> <p>Ensure all amenities packs are single packaged items</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the property</p>			

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

--	--	--	--	--	--	--

Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Staff to confirm fit for work at each clean	Create an ongoing checking system and document for staff health / wellbeing			
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	Cleaning plan created (see App 3) Checklist created (see App 4)	Create a cleaning plan that all cleaning staff must adhere to and sign for each clean Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency			

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

		<p>Maintenance book already in use and system in place.</p> <p>Owners always present.</p> <p>Training completed on 6th July 2020</p>	<p>Create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken</p> <p>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation)</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>			
<p>Incorrect / Ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Cleaning check list in place and all cleaning materials identified for purpose</p> <p>See check list (App 4)</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms</p> <p>What should be disinfected, floors, walls</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p> <p>Put a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments</p>			

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>	<p>Information in 'On arrival' note</p>	<p>Place a what to do if you suspect you as a guest are ill or have an infectious outbreak document in the property including relevant phone numbers and actions required</p> <p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</p>			
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Laundry service is used</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>See cleaning plan (App 3)</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has filled out the fit for work document</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Adhered to 9th July 2020</p>	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through.</p> <p>Flush the shower through if your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed and the shower run</p>			

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

			<p>for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p>			
--	--	--	--	--	--	--

PRE-ARRIVAL INFORMATION DUE TO COVID-19 RESTRICTIONS

Unfortunately, the current restrictions on people and the work to keep Ingleby Lodge free from the virus will impinge on your holiday. Having said that we wish to make your visit to the Yorkshire Dales as enjoyable and safe as possible.

So, some information before your arrival is set out below and you will find further information in the 'Information for your stay' section on the website, the link is <https://www.inglebylodgeholidays.com/information-for-your-stay.html>

As there is more work to be done to prepare the farmhouse for you we ask that your **arrival time is not before 5.0pm and departure time is no later than 9.0am.**

Text

Ingleby Lodge is marked on Google Maps. If you use our post code DL8 3JQ on SatNav it will take you to a nearby farm. We are 300 yards West of that farm.

As you come down the drive there is a parking area to the left in front of the farmhouse for you. (Ignore the gate at the far end, it is not used).

We live in the barn conversion on the West End (behind the glass door) Please ring the doorbell and we will be happy to chat and answer any questions you may have, at a 'social distance.' Normally, we would show you in and explain some of the 'set up' of Ingleby Lodge, but the advice is not to enter unless necessary. We also understand you may wish to minimise contact with others so please go straight in if you wish.

You will see a 'keysafe' next to the entrance. The code is **4725** the door will probably be open with the key in the lock.

On entry there is a hand sanitizer on the wall. Please use this every time you enter the house having been away from the property.

We ask that you bring face-coverings and sanitiser with you and also mention we have had to remove 'the little extras' added to your stay, but are not essential, i.e. DVD's, CD's, children's toys and some soft furnishings, that type of thing.

A lot of our visitors use the large supermarket delivery service for their provisions. You will probably find it is difficult to get a slot. The nearest large supermarket is Tesco's – 22 miles away at Catterick Garrison. There are Supermarkets in Leyburn and a useful Spar shop in Hawes.

If you wish to see what is round and about to visit such as attractions, shops, pubs and restaurants, there is a taster on our website <https://www.inglebylodgeholidays.com/plan-your-stay.html> There are many more places to visit. Call at the National Parks centres at Hawes and Askrigg to see whats on.

There is wi-fi connection in the farmhouse – the network is Wensleydale Holidays. No password.

Departure Notes relating to Covid-19

We ask that you vacate the property before 9.0am on the morning of departure. We appreciate this is earlier than the normal departure time, but these are still not normal times and it will take much longer to prepare Ingleby Lodge for our next visitors

As the property has to be cleaned, disinfected and sanitised to minimise the risk of any infection to cleaning staff and incoming visitors we would ask your cooperation with the following on your departure:

- Open all windows to allow air to circulate.
- Strip beds of sheet, duvet cover and pillowcases. Place these items in the linen bags provided. Mattress and pillow protectors, towels and bathmats can be put in the blue 'Ikea' bags provided. These are kept in the cupboard under the stairs in the Lodge
- Please empty all waste bins and take rubbish outside before departure, also remove all recycling items from the property and put outside.

CLEANING PLAN - COVID

It is suggested we create a cleaning plan which must be adhered to and signed for each clean, also, a checklist which must be completed and left in the property for transparency.

PREPARE, CLEAN, SANITISE/DISINFECT, CHECK/RESET.

Protection of cleaners – disposable gloves, masks and aprons are provided, also visors.

Method/routine – who does what – for complete cleaning and sanitising.

Hopefully visitors will leave at 9.0am

Bedding will be left in bags.

Carolyn & Derek will:

Open windows.

Put dishwashers on to clean crockery/cutlery on short wash

Strip beds (if not done) check amount of bedding and put outside.
Remove pillow/mattress protectors

Towels etc. wash and remove for washing.

Remove recycling and rubbish

Derek to sort and take recycling and bag rubbish.

Check outside. BBQ, tables and chairs to be surface cleaned.

Carolyn to remove all rubbish from bins and in rooms

Jackie & Sharon to do their usual clean and prepare, incorporating the cleaning list

In addition, sanitise touch points, door handles, banisters, surfaces, bathrooms



The Airbnb cleaning protocol handbook

Your step-by-step guide to Airbnb's
enhanced cleaning protocol.



Important note about this handbook

Airbnb has developed this cleaning protocol based on CDC guidance and in consultation with industry leaders (such as Ecolab and Dr Vivek Murthy, former US Surgeon General) in the fields of sanitisation and medicine. It sets out helpful tips and best practices and sets the baseline standard you are expected to meet as a participant in the programme. You should be aware that local governments around the world are issuing health and safety guidelines which may include mandatory cleaning protocols. If your listing is not in the United States, you should check local guidelines and rules that may have been issued by your local government or health authority, and ensure that you also comply with these.

This book is not provided with any guarantee, whether of comprehensiveness, efficacy, or otherwise. We will continue to update this handbook periodically, and will notify you so that you can maintain the cleaning protocol. Use of this handbook is subject to our [Terms](#).

If you decide to follow the protocol, you acknowledge that you may need to take additional steps to protect yourselves, your teams, and your guests and that you or your guests may still come into contact with and/or contract a communicable disease, including COVID-19, even if you follow the steps in this handbook. Airbnb is not responsible for any injuries or disease resulting from following these guidelines.

Every space on Airbnb is different and we understand that some have unique features that may require specialised cleaning or sanitising. If a guest has access to a space that is not covered by this handbook, apply the principles outlined in this handbook when cleaning and sanitising that space. If a guest must pass through an area of the building that you're not able to clean in order to access your listing, we recommend that you let them know which areas you have not been able to clean so they can take appropriate precautions.

This handbook is protected by copyright and is the property of Airbnb. Any unauthorised reproduction of part or all of the handbook beyond its intended purpose of providing hosts on Airbnb with helpful practices to clean and sanitise their listings is strictly prohibited.

© 2020 Airbnb, Inc. All rights reserved.

Cleanliness has always been front of mind for our hosts on Airbnb, and we know that it's fundamental to a great guest experience. Many hosts have come to us with questions about cleaning – what supplies to use, how to help keep yourself and your guests safe, and how to elevate your cleaning practices.

We've developed a higher standard of cleaning, made specifically for hosts. Here's what you can expect:

Developed with experts

Airbnb has developed the cleaning protocol outlined in this handbook in partnership with Ecolab, a global leader in cleaning and hygiene technologies. We have also received guidance from Dr Vivek Murthy, the former US Surgeon General, along with other experts.

Step-by-step checklists and education

Find specific instructions on how to clean, what to sanitise, and what supplies to have to hand. We'll be rolling out additional resources so that you feel confident providing a deeper clean, every time.

A new way to show guests you've gone the extra mile

Hosts who agree to follow the Airbnb cleaning protocol will receive a special callout on their listing, so guests will know you're committed to clean.

Part one: Get to know the cleaning protocol

[Cleaning vs sanitising](#) →

[Five steps to deliver a deep clean](#) →

[A detailed breakdown of the process](#) →

Part two: Cleaning checklists

[Supplies and tools to have to hand](#) →

[Tips to help reduce the risk of cross-contamination](#) →

[Room-by-room checklists](#) →



QUICK TIP

To get started, read through the entire handbook, then reference the relevant sections as you clean. If you work with a cleaning professional, please make sure they follow these guidelines.

Developed with



Hosting during COVID-19

During these challenging times, it's important to revisit your cleaning routine. In addition to cleaning and sanitising your listing according to the Airbnb cleaning protocol, there are other ways to help prevent the spread of COVID-19.

Practise social distancing

You can help encourage social distancing by offering self check-in and checkout. Consider installing a key lockbox or smart lock with a keypad, and remember to update your listing to [add self check-in instructions](#). You can also minimise person-to-person contact by avoiding routine maintenance during your guest's stay.

Wait before entering the listing

Check your local authority for guidance on how long to wait before entering a space occupied by a person who may have been exposed to COVID-19. For example, the US Centers for Disease Control and Prevention suggests waiting 24 hours. If that's not possible, we recommend waiting at least 3 hours, which is what the European CDC recommends. This waiting period is for your protection and helps to ventilate the room, to limit your exposure to aerosolised virus droplets that may be in the room. For up-to-date information on cleaning standards in your region, visit the [Airbnb Help Centre](#).

Wear protective gear while you clean

Personal protective items like disposable gloves, aprons or gowns, and facial coverings (such as homemade or purchased masks) may provide additional protection. Make sure you wash your hands immediately after removing gloves.

Make sure you review and follow any additional cleaning guidance from government or health authorities in your local jurisdiction. You can also visit the [Airbnb Resource Centre](#) for additional guidance on hosting during this time.

Part one

Get to know Airbnb's enhanced cleaning protocol

In this section, we'll define some key terms, break down the five-step cleaning process and equip you with detailed instructions on how to clean and sanitise your space.

These techniques can then be applied to the specific rooms in your listing. Let's get started!

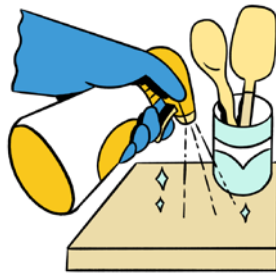
The difference between cleaning and sanitising

Cleaning and sanitising 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 down a kitchen worktop or hob.



Sanitising

Sanitising 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.

The five-step cleaning process

1. Prepare your equipment and get the space ready for cleaning



2. Clean each surface by removing dust and debris



3. Sanitise all high-touch areas, appliances, and electronics



4. Check that the space has been thoroughly cleaned and sanitised



5. Reset the room for the next guest and restock your supplies



The five-step cleaning process

Step 1: Prepare

your equipment and
get the space ready
for cleaning



The five-step cleaning process

Step 1: Prepare

Gather the right cleaning supplies

We recommend only using disinfectant and sanitiser solutions that are registered with your local government's chemical regulators (e.g. the European Chemicals Agency).



Wash your hands for at least 20 seconds with soap and water

If that's not possible, use a hand sanitiser containing at least 60% alcohol.

Ventilate rooms before you clean

Regulatory authorities such as the US CDC recommend opening outside doors and windows and using ventilating fans to increase air circulation in the space before beginning to clean and disinfect.

Review the safety guidelines for your chemicals

Always read the labels on your products to understand their active ingredients and how to use them properly. For more on how to read the labels on your products and their Safety Data Sheets, check your local authority. For example, in the USA, refer to the Occupational Health and Safety Administration, and in the EU refer to the European Chemicals Agency.

Wear protective equipment at all times

Before you enter the space, put on protective equipment such as disposable gloves, aprons or gowns, and masks or cloth facial coverings.

Unplug before cleaning

For your safety and to protect fixtures, remember to unplug appliances before cleaning. Mains appliances that are turned "off" are still connected to electricity until unplugged. You can also switch off the power at the fuse box.

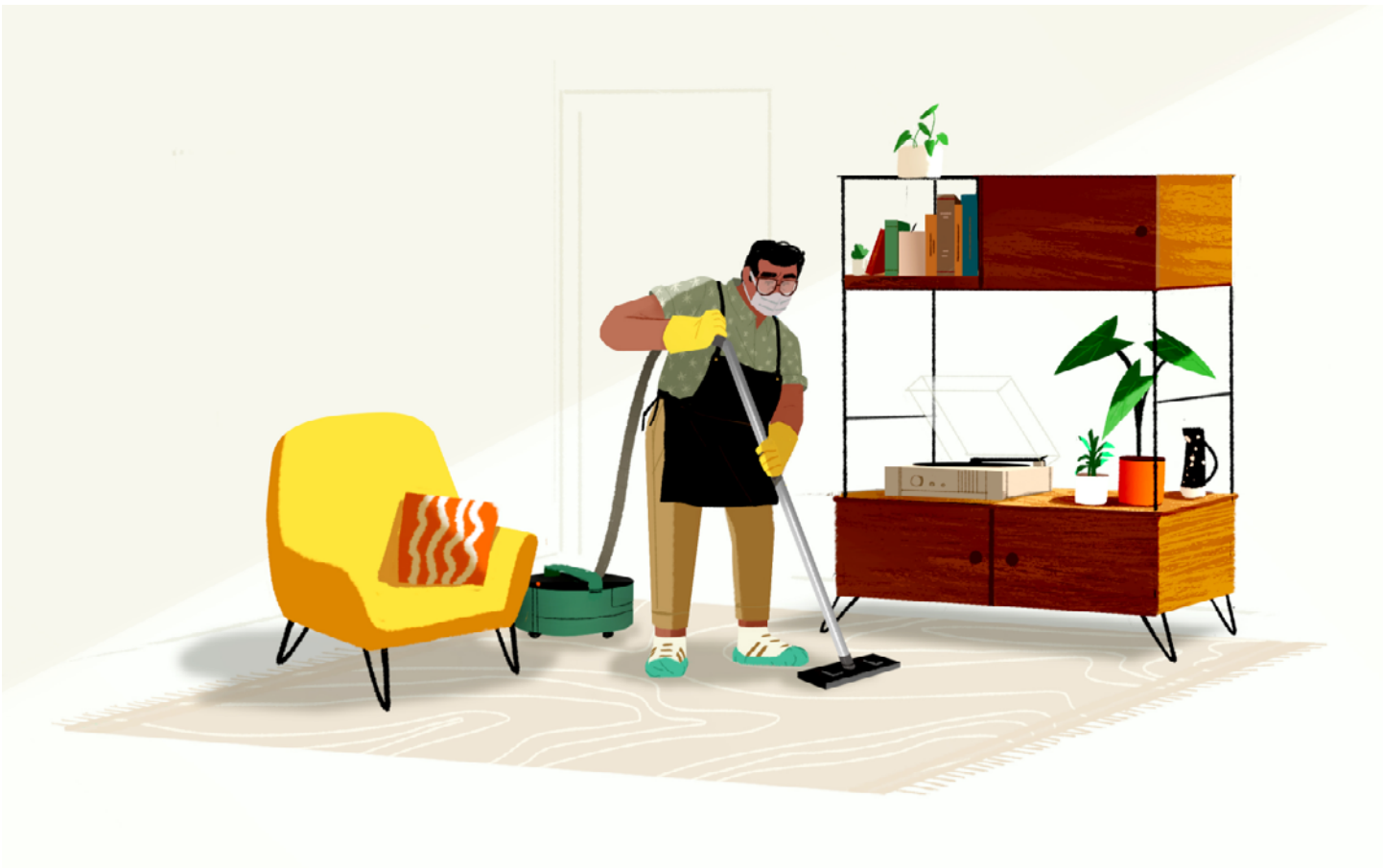


SAFETY REMINDER

Do not enter a space without the recommended protective equipment and do not reuse soiled gear. Be sure to read all safety labels so you understand how to use cleaning chemicals properly.

The five-step cleaning process

Step 2: Clean each surface by removing dust and debris



The five-step cleaning process

Step 2: Clean

Take out all the rubbish

Starting with this step helps prevent rubbish from contaminating the space once it has been cleaned. Make sure you line all the rubbish bins, which will make it easier to dispose of tissues and other waste. For additional guidance on safe rubbish disposal, visit the [gov.uk](https://www.gov.uk) website.



Wash all linen at the highest heat setting recommended by the manufacturer

Avoid shaking dirty linen, which could increase the spread of germs. Remember to change your disposable gloves before you handle any clean linen.

Wash all dishes and empty the dishwasher

It's important to wash all the dishes – even the ones in the cabinet – to help ensure hygiene standards. Start by walking through the space and collecting dishes from every room, to help avoid cross-contamination.

Dust the space and sweep or vacuum the floor

When dusting, start from the top down to ensure there are no visible signs of dirt. Sweep all hard floors and vacuum carpeting.

Clean all hard surfaces with soap and water

Wipe each surface down to remove dirt, grease, dust, and germs. Hard surfaces include things like worktops, tables, sinks, cabinets, and floors. When 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.

Clean all soft surfaces based on the manufacturer's instructions

Soft surfaces include things like carpet, bedding, curtains and upholstery. Carefully remove any visible dirt or grime, then clean with the appropriate products indicated for use on these surfaces. If possible, machine-wash items according to the manufacturer's instructions.



SAFETY REMINDER

Do not touch your face while cleaning to help prevent the spread of germs.

The five-step cleaning process

Step 3: Sanitise

all high-touch
areas, appliances,
and electronics



The five-step cleaning process

Step 3: Sanitise



Once a hard surface is clean, spray with disinfectant

Focus on sanitising all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linen (such as flooring). Be sure to sanitise electronics based on the manufacturer's cleaning instructions.

Let the disinfectant sit for the specified length of time

The product label will specify the wet contact time needed for the chemicals to effectively sanitise a surface. This gives the chemicals time to kill as many germs as possible.

Allow to air-dry

If the surface dries before the wet contact time is reached, there's no guarantee that the product has killed the pathogens claimed on the label. When possible, allow the surface to air-dry.



SAFETY REMINDER

Be sure to read all safety labels to ensure you're using cleaning chemicals properly.

The five-step cleaning process

Step 4: Check

that the space has
been thoroughly
cleaned and sanitised



The five-step cleaning process

Step 4: Check



Review the room-by-room guidelines

Follow the checklist for each room to ensure thorough cleaning and sanitisation.

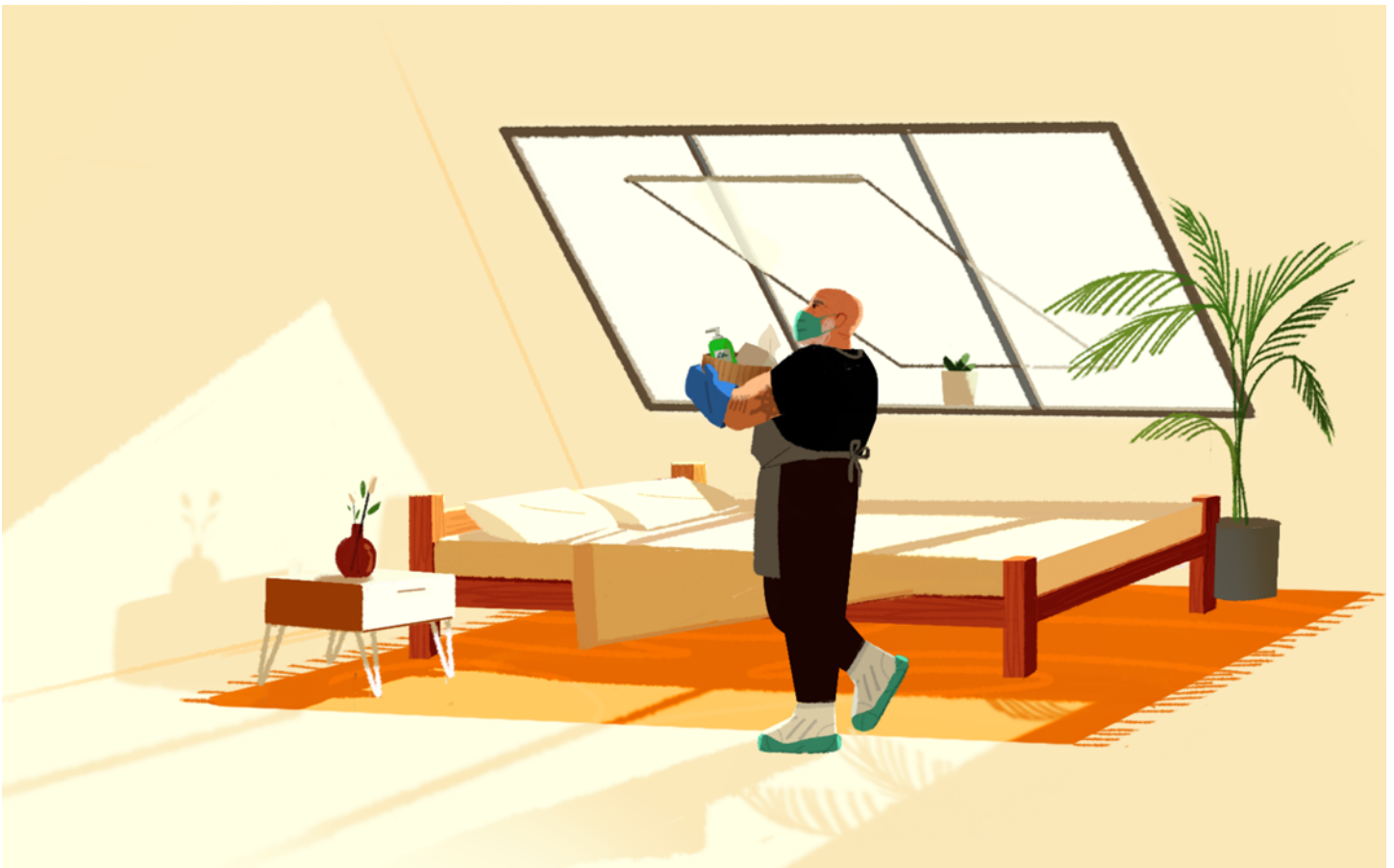
Double-check that all high-touch surfaces have been sanitised

Correct anything that may have been missed.

The five-step cleaning process

Step 5: Reset

the room for the next guest and restock your supplies



The five-step cleaning process

Step 5: Reset

Dispose of and wash your cleaning supplies

Throw away disposable products such as disinfectant wipes. Wash any cleaning cloths at the highest heat setting appropriate for the material.

Empty and sanitise the vacuum cleaner after every clean

Be sure to also disinfect any other cleaning tools that have been used.

Safely remove any cleaning gear once you have finished cleaning

Dispose of or wash any protective gear according to its usage guidelines.

Wash your hands for at least 20 seconds with soap and water

If that's not possible, use a hand sanitiser containing at least 60% alcohol.

Set out cleaning supplies for your guests

We've heard from guests that they want the ability to clean on their own while staying at your listing. Empower your guests by setting out guest cleaning supplies they can use, such as disposable paper towels, disposable gloves, disinfectant spray or wipes, and extra hand soap.



Restock your cleaning supplies

Be sure to take a moment to check expiry dates and refill any supplies that you have used, so you're ready for the next turnover.

Visually assess each room to ensure the stage is set for the next guest

Imagine yourself as the guest entering the listing for the first time.



SAFETY REMINDER

Always keep chemical products out of reach of children.

Part two

Detailed cleaning checklists

Here you can find your go-to checklists:

- Supplies to have to hand
- Steps to help prevent cross-contamination in your cleaning process
- Room-by-room guidelines

Supplies to have to hand

Start by gathering all the items you'll need to clean, sanitise and maintain your listing.

Protective gear

- Disposable gloves
- Mask or cloth facial covering
- Safety glasses
- Apron or gown
- Shoe coverings (recommended)

Guest cleaning supplies

- Disposable paper towels
- Disposable gloves
- Multi-surface cleaner
- Disinfectant wipes or spray
- Antibacterial hand sanitiser
- Extra hand soap

Equipment

- Broom
- Mop & bucket
- Dustpan & brush
- Microfibre cloths
- Kitchen roll
- J-cloths
- Sponge
- Scouring pad
- Stepladder
- Toilet brush
- Bin bags
- Vacuum cleaner
- Vacuum cleaner bags (if necessary)
- Washing machine & dryer
- Dishwasher

Products

- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Bleach
- Washing powder/liquid
- Fabric stain remover
- Washing-up liquid
- Carpet cleaner
- Floor cleaner
- Furniture/wood polish
- Oven cleaner
- Oven degreaser
- Mould cleaner (if necessary)

Tips to help reduce the risk of cross-contamination

It's important that you find a cleaning process that works best for your space and your 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.

Clean the dirtiest spaces 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 on to the rest of the space. We recommend cleaning in the order below:

1. Bathroom
2. Kitchen
3. Bedrooms
4. Common areas (e.g. living room, dining room, office)
5. Outdoor areas
6. Entrance

After sanitising a room, close the door

When you finish sanitising and resetting a room, close the door and disinfect the doorknob. This is an indication to you and any other members of your cleaning team that the room has been completed. Once sanitised, don't re-enter this space.

Replace your protective gear between steps

Each time you switch between cleaning and sanitising, be sure to replace your gloves and any gear that may have been contaminated.

End with the entrance

Complete the outdoor and interior spaces before you sanitise the entrance. Finishing your cleaning process at the entrance means you can lock up and leave as you clean.

Room-by-room checklists

Checklists for cleaning and sanitising every room in your listing

Bathroom cleaning checklist

Guidance on how to clean and sanitise a bathroom that has a toilet, shower, and/or bath

Step 1: Prepare

- Open exterior doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Safety glasses
- Apron or gown
- Shoe coverings (recommended)

EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Bin bags
- Microfibre cloths
- Extendable duster
- Scouring pad
- Toilet brush
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)

PRODUCTS

- Bleach
- Washing powder/liquid
- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Mopping solution

Step 2: Clean

- Remove dirty linen, towels, and shower curtains and wash them at the highest heat setting recommended by the manufacturer
- Empty any rubbish and recycling bins, then line empty bins with fresh bin bags
- Spray the toilet, shower, bath and sink 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 the toilet seat down while the cleaner sets.
 - The surfaces of the shower walls or bath
 - Any tiled surfaces
 - The sink basin, tap handles, and splashback
- Clean the toilet:
 - Scrub the inside of the toilet bowl and make sure that any buildup has been removed
- Clean the toilet brush:
 - Secure the brush handle between the already-cleaned seat and the basin so that it hovers over the bowl, and pour bleach over the bristles
 - Wait a few minutes, then rinse it with a jug of clean water
- Clean the toilet brush holder:
 - Fill the brush canister with warm, soapy water and let it sit for a few minutes
 - Dispose of the dirty water in the toilet and flush
- Clean the shower walls or bath interior:
 - Scrub the surfaces with a scouring pad
 - Rinse the surfaces and wipe them dry with a microfibre cloth
- Clean the sink:
 - Using the sponge with a scouring pad, scrub the basin, tap handles, and splashback to loosen any buildup
 - Flush the sink drain with hot water and rinse the sink basin for a few minutes
 - Wipe down the taps, cleaning carefully between the small spaces using a microfibre cloth, and finish by wiping down the splashback
 - Once all the water has drained, wipe down the basin with a clean microfibre cloth
 - Place the microfibre cloths in the laundry to be sanitised and do not use them to clean anything else
- Clean all tiled areas:
 - Wipe down with a microfibre cloth, working from top to bottom
 - Pay particular attention to the spaces between the tiles
- Clean all remaining bathroom surfaces:
 - Use a microfibre cloth and a multi-surface cleaner to wipe down all of the remaining bathroom surfaces, making sure you work from top to bottom
 - Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills and the space behind radiators
- Sweep or vacuum the floor to remove any hair and debris, starting at the furthest corner in the room and working towards 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 microfibre cloth

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - Door handles and knobs
 - Light switches
 - Sink, bath, and shower taps
 - The sink basin
 - Toilet handle, seat, and surface
 - Worktops
 - Cabinets
 - Shelves
 - Windowsills and handles
 - Blinds
 - Railings
 - Rubbish bins

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced as per the manufacturer's recommendation

Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
 - Hang the shower curtain and liner and extend them so that they can dry properly
 - Replace the toilet rolls, guest supplies, and fresh towels
 - Replace or refill any hospitality items (e.g. shampoo, conditioner, hand soap, body wash) 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

Kitchen cleaning checklist

Guidance on how to clean and sanitise a kitchen or kitchenette

Step 1: Prepare

- Open exterior doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Bin bags
- Microfibre cloths
- Sponge*
- Scouring pad
- Mop
- Bucket (if necessary)

PRODUCTS

- Washing-up liquid
- Dishwasher detergent or tablets
- Waste disposal tablets
- Multi-surface cleaner
- Multi-surface disinfectant
- Oven cleaner
- Oven degreaser (if necessary)
- Mopping solution

**The sponge should be new.
Do not use a sponge for multiple cleaning tasks.*

Step 2: Clean

- Remove any food and rubbish
 - Empty any food items the previous guest may have left in the fridge, freezer, and cupboards
 - Empty any rubbish and recycling bins, then line empty bins with fresh bin bags
- Wash any dirty dishes
 - Check the dishwasher and/or sink for any dishes
 - Place clean dishes aside, and return dirty dishes to the dishwasher for a second cycle
 - Fill the kitchen sink halfway with hot water and washing-up liquid and soak any dishes with stuck-on food or grease
 - Handwash any items that are not dishwasher-safe, such as pots and pans. If you don't have a dishwasher, handwash all dishes with washing-up liquid and hot water.
- Rewash all other tableware to ensure it's been properly cleaned
 - Moving left to right through cabinets and drawers, take out all the dishes, cutlery, cups, and glasses.
 - Place all items in the dishwasher (everything must be washed in the dishwasher between guests). If you don't have a dishwasher, handwash all dishes with washing-up liquid and hot water.
 - Inspect all the rooms for any additional dirty dishes and add them to the dishwasher
 - Remove and clean the microwave plate
- Using a multi-surface cleaner and a clean microfibre cloth, wipe down:
 - Fridge shelving
 - Interior walls of the fridge and freezer
 - Food cupboard shelves and walls
 - Worktops, ledges, and splashbacks
 - The inside of the rubbish bin and recycling bin
- Clean the oven and the cooker hood
 - Using oven cleaner, spray the hob, the inside of the oven, and the inside of the microwave
 - Follow cleaning instructions that tell you how long to let the cleaner set for, then scrub off any buildup with a scouring pad
 - Use a microfibre cloth and water to wash off any chemical and carbon particles
 - Clean the interior of the cooker hood with a scouring pad
 - Use a wet cloth and water to wash away any residue
- Unplug and clean any additional appliances, such as coffee makers or toasters
 - Disassemble all movable parts so they can be properly cleaned
 - Use a multi-surface cleaner and cloth to wipe down all exterior areas
 - Use a wet scouring pad for any debris that is not easily removable
 - Set the appliances aside and allow them to air-dry
 - If you're not able to air-dry appliances, use dry microfibre cloths to dry them instead
- Clean the sink, waste disposal, and dishwasher
 - Rinse off any food particles and washing-up liquid residue in the sink
 - Look inside the dishwasher to ensure there is no food debris sitting at the bottom
 - If it's not clean, add dishwasher detergent and run the dishwasher without any items inside
- Sweep and mop the floor

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - The tap and sink basin
 - Cabinets
 - Shelves
 - Doors and door handles
 - Cutlery holders
 - The outside of the microwave and buttons
 - The inside of the microwave
 - The inside of the dishwasher
 - Oven handles and knobs
 - The outside of the fridge and handles
 - Fan and lamp chains
 - Rubbish and recycling bins
 - Light switches
 - Railings
 - Tabletops
 - Thermostats
 - Windowsills and handles
 - Blinds
 - Keys
 - Remote controls
 - Your Airbnb welcome book

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Dry off any metal surfaces or appliances with microfibre cloths

Step 5: Reset

- 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 linen, such as tea towels
 - Replace any shelves and plates you've removed from the fridge, 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 checklist

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

Step 1: Prepare

Open exterior doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.

Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Bin bags
- Microfibre cloths
- Extendable duster
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)

PRODUCTS

- Multi-surface cleaner
- Multi-surface disinfectant
- Washing powder/liquid
- Glass cleaner
- Furniture polish

Step 2: Clean

- Empty any rubbish or recycling. Line the empty bins with a fresh bin bag.
- Remove dirty linen and towels, and wash them at the highest heat setting recommended by the manufacturer:
 - Sheets
 - Towels
 - Duvet covers
 - Blankets
 - Pillowcases and protective covers
- Dust all surfaces with a microfibre cloth and a multi-surface cleaner
- Use an extendable duster to clean hard-to-reach areas
- Pull the bed away from the wall and vacuum all carpeted areas, including behind and under the bed
- Sweep all non-carpeted areas with a broom and dustpan, including behind and under the bed
- Mop all non-carpeted areas, paying particular attention to corners and the area behind the doors
- Wipe down electronics with a damp microfibre cloth, following the manufacturer's guidelines
- Use furniture polish as needed on:
 - Bed frames
 - Bedside tables
 - Chairs
 - Clothes racks
 - Other wooden furniture
- Spray glass cleaner on a new microfibre cloth and clean any glass, mirrors, or windows from top to bottom

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - The TV remote
 - TV screen buttons
 - The telephone
 - Light switches
 - Doorknobs
 - Bedside tables
 - Electronics
 - Clothes racks
 - Clothes hangers
 - Chests of drawers/wardrobes
 - Windowsills and handles
 - Blinds

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly

Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
 - Make the bed using fresh, clean sheets, pillowcases, and a duvet
 - 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

Common area cleaning checklist

Guidance on how to clean and sanitise a common area, such as a living room, dining room, or office without a dedicated bed

Step 1: Prepare

- Open exterior doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Rubbish bin liner
- Microfibre cloths
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)
- Extendable duster (if necessary)
- Scrubbing brush (if necessary)

PRODUCTS

- Multi-surface disinfectant
- Washing powder/liquid
- Detergent solution
- Mopping solution
- Glass cleaner
- Stain remover

Step 2: Clean

- Empty any rubbish and recycling bins, then line empty bins with fresh bin bags
- Remove all the following items and wash them at the highest heat setting allowed by the manufacturer.
 - Scatter cushion covers
 - Blankets
 - Dining room linen
 - Curtains
- Remove all objects from the surface of tables and shelves, such as ornaments, lamps and place settings. Starting with the highest shelf, use a microfibre cloth to dust shelving, surfaces, and the items below, working from left to right:
 - TVs
 - Speakers
 - Lamps
 - Games consoles
 - Shelving
 - Cabinets
 - Wall art or pictures
- Use a water and detergent solution to clean:
 - Walls
 - Skirting boards
 - Tabletops and furniture
- Vacuum:
 - Sofas, chairs and other seating
 - All rugs and carpets
- If there are any stains:
 - Use a microfibre cloth, scrubbing brush, and stain remover to spot treat any carpet stains
 - Gently blot any upholstery stains using a water and detergent solution
- Mop the floor
- Spray glass cleaner on a new microfibre cloth and clean any glass from top to bottom

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - Doorknobs
 - Cabinet knobs
 - Fan and lamp chains
 - Blinds
 - Keys
 - Light switches
 - Railings
 - Remote controls
 - Tabletops
 - Thermostats
 - Windowsills
 - Fan and lamp chains
 - Blinds
 - Rubbish and recycling bins
 - Electronics
 - Book covers
 - Your Airbnb welcome book
 - Smart keypads (if applicable)
 - Gym and exercise equipment (if applicable)

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced as per the manufacturer's recommendation

Step 5: Reset

- 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 linen such as cushions, throw blankets, and curtains
 - Set out cleaning supplies that guests can use during their stay, such as:
 - Disposable paper towels
 - Disposable gloves
 - Multi-surface cleaner
 - Disinfectant wipes or spray
 - Antibacterial hand sanitiser
 - 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

Outdoor area cleaning checklist

Guidance on how to clean and sanitise a patio, deck, or outdoor area

Step 1: Prepare

Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

EQUIPMENT

- Vacuum cleaner
- Broom and dustpan
- Microfibre cloths

PRODUCTS

- Multi-surface cleaner
- Multi-surface disinfectant

Step 2: Clean

- Sweep any outdoor patio spaces and dispose of debris using a dustpan
- Vacuum any rugs and debris
- Vacuum the surface of any soft patio furniture
- Using a multi-surface cleaner, wipe down hard surfaces, including:
 - Patio walls
 - Window screens
 - Doors
 - Windowsills
 - The ceiling
 - Parasols
 - Lighting fixtures
 - Pool or hot tub surfaces
 - All outdoor furniture including tables, chairs, patio bars, shelves, outdoor fridges and barbecues/grills.
- Spray glass cleaner on a new microfibre cloth and clean any glass from top to bottom

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - 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)
- If you have a pool or hot tub, follow the manufacturer's instructions on cleaning and sanitisation

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced as per the manufacturer's recommendation
- Make sure that the furniture is clean and in good condition
- Make sure that all lights, appliances, and amenities (e.g. hot tub) are in working order

Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
 - Replace any objects or cushions that may have been moved during cleaning

Entrance cleaning checklist

Guidance on how to clean and sanitise the interior or exterior entrance of your place

Step 1: Prepare

- Open exterior doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown

EQUIPMENT

- Vacuum cleaner
- Broom and dustpan
- Microfibre cloths
- Extendable duster
- Mop
- Bucket (if necessary)

PRODUCTS

- Multi-surface disinfectant
- Detergent solution
- Mopping solution
- Glass cleaner

Step 2: Clean

- Vacuum the floor mat to remove dust and debris
- Use a microfibre cloth or duster to dust:
 - The top and sides of furniture
 - The door entrance and door hinges
- Using a detergent solution and a microfibre cloth:
 - Wipe down the walls and any ceiling surfaces with visible dirt, allowing them to air-dry when you're done
 - Spot clean any carpets and rugs
- Sweep the following areas:
 - The door threshold plate
 - Crevices
 - Skirting boards
- Vacuum:
 - Sofas, chairs and other seating
 - All rugs and carpets
- Mop the floors
- Clean any windows using glass cleaner

Step 3: Sanitise

- Use a multi-surface disinfectant to spray frequently touched surfaces and allow them to air-dry. Be sure to sanitise:
 - The doorbell
 - Doorknobs
 - Keypads
 - Handrails
 - Light switches
 - Blinds

Step 4: Check

- Make sure you've completed all the tasks above
- Check that the door locks, unlocks, opens and closes easily
- If you have a keypad, check that it is clean and in good condition
- Check that any lights are working properly

Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then lock the door behind you
- Step back and admire your hard work. You did it!

Links and resources

Cleaning is a process, and we're in it together

By following this cleaning protocol, you're offering a great guest experience and taking significant steps towards protecting yourself, your guests, and the global Airbnb community. We know that introducing a new process into your workflow takes time, so we're already developing new host education and product features to help you get up to speed.

Stay tuned for updates – and in the meantime, check out the links below:

For up-to-date information on cleaning standards in your region, visit the [Airbnb Help Centre](#).

For more information about requirements and how to get started, visit the [Enhanced Cleaning FAQ](#).

CLEANING PLAN - COVID

It is suggested we create a cleaning plan which must be adhered to and signed for each clean, also, a checklist which must be completed and left in the property for transparency.

PREPARE, CLEAN, SANITISE/DISINFECT, CHECK/RESET.

Protection of cleaners – disposable gloves, masks and aprons are provided, also visors.

Method/routine – who does what – for complete cleaning and sanitising.

Hopefully visitors will leave at 9.0am

Bedding will be left in bags.

Carolyn & Derek will:

Open windows.

Put dishwashers on to clean crockery/cutlery on short wash

Strip beds (if not done) check amount of bedding and put outside.
Remove pillow/mattress protectors

Towels etc. wash and remove for washing.

Remove recycling and rubbish

Derek to sort and take recycling and bag rubbish.

Check outside. BBQ, tables and chairs to be surface cleaned.

Carolyn to remove all rubbish from bins and in rooms

Jackie & Sharon to do their usual clean and prepare, incorporating the cleaning list

In addition, sanitise touch points, door handles, banisters, surfaces, bathrooms

