

DOCUMENTED CLEANING PROCEDURE

Following the emergence of SARS-CoV-2, the virus that causes COVID-19, additional cleaning and disinfection measures need to be taken to help prevent its spread and thus ensure the safety of travelers.

To clearly communicate its cleaning policies to future travelers, Villaonline develops this procedure in hygiene and disinfection for holiday properties in which it manages its cleaning for, marking the order in which it should be done, the material and the chemicals to be used, the protective equipment appropriate to the level of risk to be used in each task and with duly certified operators having completed COVID-19 courses.

In addition, VILLAONLINE will establish an Advanced Cleaning Program for owners who must comply with their properties where cleaning is the responsibility of the owner to guarantee disinfection.

CLEANING AND DISINFECTION PROCESS

Cleaning and disinfection are two different steps, although both are necessary to reduce the risk of contamination.

- Cleaning removes germs, dirt and impurities from surfaces or objects, using soap (or detergent) and water to physically remove germs from surfaces. This process may not kill all germs, but it decreases their number and reduces the risk of spreading the infection.
- Disinfection kills germs on surfaces and objects. To do this, chemicals are used that kill germs on those surfaces or objects. This process does not necessarily clean dirty surfaces, but killing surface germs after cleaning will further reduce the risk of infection spreading.

PLANNING THE PROCESS

1.- CLEANING

- Protective equipment for cleaning personnel usually includes; Robes, disposable gloves for single use, masks and shoe covers, as well as reusable eye protection.
- Once the previous guests have left, we wait 4 hours before accessing the property for cleaning.
- The property is ventilated during and after the cleaning process.
- To prevent cross contamination, textiles (towels, sheets, covers, etc.) are first removed without shaking, garbage, if any, and food scraps. All of this is bagged and removed from the property.
- We begin cleaning based on the least risk areas (i.e. bedrooms, living room) until we reach the highest risk areas (kitchen, bathroom). We work based on a cleaning list where progress is marked; This keeps track of the areas that have been cleaned.
- We use specific products and materials by area (room, bathroom, kitchen), water and suitable detergent, grease remover, anti-scale. Finally, all cleaning equipment is cleaned and disinfected after the task

2.- DISINFECTION

- We establish an intermediate after finishing the cleaning, by means of which the protective equipment of the cleaning staff is changed and the task is resumed using the appropriate disinfection product per area.

- In general, the most common household disinfectants should be effective during the disinfection process. However, our team uses;

* 70% Ethanol, Alcohol

* Sodium Hypochlorite, Bleach

(Products suitable for cleaning and stopping the spread of SARS-CoV-2)

- We prioritize high contact surfaces such as: knobs, switches and controls, controls, taps, push buttons, handles, etc.
- We continue with furniture; doors, chairs, tables, headboards, horizontal surfaces.
- We continue with non-replacement walls and textiles (upholstery and curtains of difficult complexion)
- In the kitchen, all utensils, crockery and cutlery are treated in the dishwasher cycle in the cleaning process.
- Once again, all the equipment is cleaned and disinfected after the task and another intermediate is established to access the sealed laundry line and proceed with its replacement (making beds, etc.)

CAN YOU HELP US?

As a guest, please note the following considerations:

- Wash your hands every time you enter the property after an outing (especially after shopping or eating and drinking at restaurants or bars).

- Make responsible use of the material provided: alcoholic gels, gloves and masks and deposit these after use in the trash (do not leave lying around).

- Ventilate the property at least 5 minutes a day.

Ensuring the safety of travelers and staff is a priority. Together we will succeed!

[The Villaonline Team](#)