

The New Cleaning Rules September 2020

At Villa Andalucía, in Competa, we work to a high standard of cleanliness and hygiene.

Our guests, staff and families health and well-being are our highest priority. For this reason, we have taken a series of measures and protocols for additional cleaning, hygiene and physical distance to guarantee the safety of all.

BEFORE/ON ARRIVAL

- immediately prior to your stay, we send via email or WhatsApp, your Registration Form. The information on the form is sent to the Guardia Civil. This is a legal requirement and we have 24 hours from your arrival date to submit it.
- Bedding and towels are laundered by our local laundry at high temperatures.
- We disinfect all keys to deliver them in complete safety.
- We wear masks and implement physical distancing.
- The paper information guides have been removed from the rooms and guests receive our **full** digital welcome pack prior to arrival.
- When guests vacate the room, it will be 3 hours before anyone enters the room to clean. I have professional cleaners to clean and change the rooms they will clean and disinfect to the high standard as they always have done.
- They will wear masks and gloves whilst cleaning the rooms for their safety.

IN THE ROOM(S)

- The rooms will not be cleaned on a daily basis unless the guests have asked for it prior to arrival; I have always respected my guest's privacy until further notice, this will remain to be the case that guests make their own beds.
- We have removed the majority of decorative elements (cushions, table coverings) as a sanitation measure.
- We clean, and then disinfect the surfaces, furniture and all the elements of the room and bathroom with highly sanitized products.
- The room is continually ventilated before and after the cleaning process of the room(s).
- There will be no housekeeping undertaken in the room(s). So please, if you have any rubbish, please liaise with me to collect it from you.

- Each day Guests in the Blueberry and Orange Rooms will be asked to leave all cutlery and dishes outside their rooms for collection and replacements will be arranged with the guests to replace at certain times of the day.

BREAKFAST

- All crockery, cutlery & glassware are washed at a high temperature in a dishwasher.
- We carry out continuous cleaning of surfaces and furniture that may be in contact with our guests in the dining room.
- Sachets are used for all condiments to cut down on human contact.

HYGIENE

- Hand hygiene is considered one of the most effective measures to prevent the spread of germs and prevent COVID-19 infection.
- We recommend guests to do frequent hand washing with soap and water.
- There are disinfecting gels and hand soap available in all the rooms.
- Outside sitting areas and sunbeds are cleaned on a daily basis.
- All rooms will have the gel hidroalcoholico recommended by the government.

COMMUNAL OUTSIDE AREAS

Outside sitting areas and sunbeds are cleaned on a daily basis. If possible, please use the same sunbeds during the day.

PREVENTION

- We use protective elements such as gloves and masks when greeting guests and serving breakfast.
- Currently, the wearing of masks is **COMPULSORY** in Spain. This does not apply when you are eating or drinking in bars, restaurants etc.