



RELAIS CASAMASSIMA CLEANING PROTOCOL AND ANTI-COVID MEASURES_19

PREMISE: By the term *safety* we mean the ability to guarantee an effective cleaning and sanitizing protocol, with suitable products with low toxicity, in order to protect the health of the staff and guests of the **Relais Casamassima**.

Measures taken by staff responsible for cleaning the rooms

The staff responsible for cleaning the rooms will be equipped with essential PPE (mask, gloves) and, when possible, accessories (disposable coverall, shoe guard ...), in compliance with legal obligations and provisions. In addition to the common cleaning products, certified cleaning and sanitizing products will be used. In this document, a distinction will be made between ordinary cleaning and post-departure cleaning and sanitation.

Ordinary cleaning procedures

Ordinary cleaning is defined as the daily cleaning procedure carried out by housekeeping staff in the presence of the same guest for several consecutive days. The guest can request that, during the stay, the cleaning staff does not enter the room.

In order to ensure proper sanitation of the rooms, the rooms must be vacated by guests no later than 11 am.

According to the internal procedures of the structure, following the Regional Guidelines, the rooms will be cleaned according to a pre-established and fixed schedule. Once entered in the environment, the cleaning staff, wearing the appropriate PPE, will follow the following protocol:

- 1) Opening of all windows in the room during the whole cleaning process.
- 2) Evaluation of the replacement of the linen (towels, bathrobes etc.) and collection of the same where necessary. Dirty laundry will be placed in a special container / basket and placed outside the room.
- 3) Cleaning, starting from the environment furthest from the entrance, will affect the floors, toilets and all surfaces that come into contact with guests, such as beds, bedside tables, desks, chairs, tables, furnishings, remote controls, handles.
- 4) Once the ordinary cleaning is finished, the staff will replace the linen.
- 5) Closing all the windows in the room and closing the same with cleaning of the light switches and the exit handles.

Post-departure cleaning and sanitization procedures

Post-departure cleaning and sanitization are defined both as ordinary and non-ordinary cleaning procedures that follow the departure of a guest and the arrival of the next in the same room.

In order to ensure proper sanitation and sanitization of the rooms, the rooms must be vacated by guests no later than 10 am.

According to the internal procedures of the structure, following the Regional Guidelines, the rooms will be cleaned according to a pre-established and fixed schedule. Once entered into the environment, the cleaning staff, wearing the appropriate PPE, will follow the following protocol:

- 1) Opening of all windows in the room during the whole cleaning process.
- 2) Removal of dirty laundry (towels, sheets, elimination of pillow covers and disposable mattress covers). Dirty laundry will be placed in a special container / basket and placed outside the room.
- 3) They will be cleaned and sanitized, starting from the environment farthest from the entrance and with **special certified products for detergency and sanitization**: floors, toilets and all surfaces that come into contact with guests, such as beds and related cushions, fabrics and cushions of sofas / armchairs, bedside tables, desks, chairs, furnishings, remote controls, handles, switches, wardrobes, drawers, doors, fixtures, etc.
- 4) Once the ordinary cleaning is finished, the staff will replace the linen.
- 5) Closing all the windows in the room and closing the room, remembering to clean the light buttons / exit handles.

Fancoil air conditioners

The cleaning of the Fancoil air conditioners located both in the bedrooms and in the common areas is subject to the same procedures listed above, with the addition of cleaning the filters to be carried out at each guest change.



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In Case of Emergency Call
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Special Number for Covid_19 800.63.63.63
Italian Health Department Special Number (after 8pm) 1500



Common areas cleaning procedures

The staff of the **Relais Casamassima** is committed to making every environment safe to protect the health of guests and staff.

The use of common areas (e.g. breakfast room, library and relative toilet, reception) will be regulated in such a way as to allow respect for interpersonal distance, with the exception of cases of people belonging to the same family, living together or sharing the same room. Particular attention will be paid to the cleaning and sanitization of: handles and fixtures, switches, shelves and shelves, furnishings, chairs, tables and the products for seasoning will be sanitized at each use.

Commonly used utensils (spoons, ladles, knives, tongs, etc.), which will have been disinfected by the staff, must be handled by the guest wearing disposable gloves or after hand sanitation before eating the meal.

All dishes, cutlery and glasses will be washed and disinfected in the dishwasher, including items that have not been used.

Swimming Pool

Guests can use the pool towels provided in each room, taking care not to leave them unattended and to bring them back to the accommodation at the end of use.

The poolside furnishings (umbrellas, sunbeds, deckchairs) will be positioned in such a way as to guarantee respect for interpersonal distances and in any case the minimum distance between the sunbeds of 2 meters. Guests are therefore asked not to move the sunbeds. Equipment such as sunbeds, deck chairs etc. they will be subjected to cleaning and sanitizing every day or, in any case, to every change between guests during the same day.

The utmost care and attention will be paid to the maintenance and verification of the correct functioning of the water treatment systems, also through the constant verification of the concentration of chlorine in the water.

