



63, Avenue General de Gaulle,
66500 Prades
Tel: (+33) (0)7 84 14 74 87
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SIRET: 82125257400016
May 2020

Procedures for cleaning Paradis Gite Prades post pandemic period commencing May 2020.

Minimum stay 4 nights.

WE WILL:

- allow 48 hours between departing and arriving guests.
- ventilate rooms before cleaning. Once a guest checks out open windows to allow fresh air to circulate for at least 30 minutes. If possible, leave all windows open from start to finish. Ideally begin cleaning 12-hours following the guest's departure;
- undertake all cleaning ourselves;
- avoid resuspending the virus in the air, when cleaning the housing, by avoiding spraying cleaning products directly onto the surfaces.
- for cleaning smaller areas use disposable wipes which are then disposed of in a sealed plastic bag. For larger areas use cloths which are then washed in the washing machine at a temperature of 60/80 degrees;
- wear disposable gloves and mask which will be discarded after each cleaning session washing our hands immediately after removing the gloves. Avoid touching our face throughout the cleaning process;
- wash our hands before and after each step of the cleaning process;
- replenish masks; disinfectant wipes; hand gel; shower gel and shampoo and other disposable cleaning accessories. Machine wash re-useable cleaning cloths at the highest temperature they can withstand (cloths, mops at minimum for an hour). Using bleach disinfect brooms, squeegees, buckets between each use;
- clean, then using appropriate disinfectant disinfect surface areas;
- give particular attention to cleaning frequently used items. Disinfect switches, door handles, remote controls toilet flush handle and tap handles in particular (See attached list);
- wash kitchen utensils & dishes separately from main household dishes using the dishwasher at a temperature of 60 degrees;
- clean sofas, rugs, curtains and other soft, porous surfaces. Carefully remove any visible dirt or dust, then use the correct product to clean the material. Machine wash fabrics according to the manufacturer's instructions. Wash the throw covering the sofa along with blankets / sheets / covers at 60 / 80 degrees;
- wash all linens at 60 / 80degrees including sheets, draw sheets, mattress covers, hand and bath towels, tea towels and blankets. Avoid shaking them so as not to create an aerosol of viral particles and do not stick them on you. Wear gloves when handling dirty laundry.;
- disinfect all cleaning devices; the dishwasher and the washing machine and vacuum cleaner. Clean and disinfect the sanitary furniture (bowl, bidet, sink), the taps and the handles using appropriate disinfectant.



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AS HOSTS WE WILL:

- currently only accept bookings of a **minimum of 4 nights** from guests living up to **100km from Prades**;
- in the event of you having to cancel your stay offer alternative dates or refund your full deposit;
- allow 48 hours between the departure and arrival of guests;
- clean the gite in line with the specification described;
- maintain social distancing throughout your stay;
- without exception undertake all cleaning of the gite;
- clean and chlorinate the spa every night;
- provide: tissues, hand soap, disinfectant wipes, disposable gloves and masks should you require them, alcoholic hand gel and individual pots of shower gel and shampoo;
- be available throughout your stay at the recommended distance to: advise, guide and help make your stay as enjoyable as possible. Contact **Paul 07 84 14 74 87**.

WE ASK GUESTS:

Prior to and on Arrival

- To notify us of approximate arrival time;
- On arrival to park in Avenue General de Gaulle or the station car park and text 07 84 14 74 87 to inform us of your arrival;
- Come to 63 Avenue General de Gaulle where avoiding handshakes we will welcome you;
- To access the gite entrance via **Impasse du Marcechal Joffre**. You will have sole use of this access enabling you to freely come and go and maintain social distancing;

During your stay

- We are available at all times. Please text 07 84 14 74 87 if you have any queries or problems;
- The Wifi Network is **Paradis gite**, the password **pksm1951**;
- On the recommendation of the Tourist Office we have removed maps, reading material, guides etc from the gite. Maps are available from the newsagents in Avenue General de Gaulle and SuperU. Information about the local area can be obtained from the Tourist Office in Prades a 5 minute walk or **Tel: 04 68 05 41 02** or alternatively online; **www.tourisme-canigou.com**
- Should you unfortunately need medical attention while staying in Paradis Gite:
 - The nearest **doctors' surgery** is immediately behind the gite in the station car park **Tel: 04 68 04 04 41**
 - The nearest **24hr emergency Clinic Saint-Michel**, 25 Avenue Louis Prat **Tel: 04 68 96 03 16** is a 10min walk from the gite;
 - There are **pharmacies** in the town and next to SuperU.
- If during your stay there is accidental damage or breakages please let us know. We do not ask for a deposit but expect any damage/breakage to be made good before you leave;

On departure

- Before midday unless otherwise agreed;
- Please complete a review of your stay on the sheet provided. We will photocopy this and place in our Guest Book;
- Please remove bed linen placing sheets and towels into separate black plastic bag provided;
- Take the waste and recycling bags to the recycling area in the station car park;
- Check you have not left any personal belongings in the gite;
- Please leave the keys to the gite on the table;
- If can find a spare moment please leave a review either on our Facebook or Google pages;

Have a safe onward journey. If you have enjoyed your stay please recommend us to your friends. Karen and I look forward to welcoming you again at a future date.



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Checklist for items likely to be frequently touched / used by guests:

WE WILL clean;

Kitchen / Dining area

- Large appliances: Oven, hob, dishwasher, fridge, vacuum cleaner, microwave, washing machine
- Small appliances: coffee maker, toaster, cafetière; Nespresso coffee maker; ironing board & iron
- Breadbasket & lining
- Clean all utensils, pans, bowls, glasses, cups, dishes, plates etc separately in dishwasher at highest temperature;
- Cabinet handles;
- Condiments: salt and pepper, commonly used spices and containers, oil container.
- Hard-backed chairs & table, child's highchair
- TV & remote control
- Cleaning mops/brushes etc
- Electrical switches

Toilet area

- WC & sink
- Taps and WC flusher
- Electrical switches

Lounge area

- Sofa throw
- Sofa
- CD player
- Lamp
- Entrance door / key and latch
- Coffee table
- Rug
- Child's highchair
- Coat hanger
- Fire extinguisher
- Guardrail leading from ground to first floor
- Electrical switches

Patio area

- Patio doors / handles
- Table & chairs
- Summer chairs
- Plancha
- Re-cycling containers
- Electrical switches

Shower area

- Sink & shower
- Shower caddy
- Towel rack
- Change shower soap and shampoo
- Hair drier
- Hand mirror
- Soap dispenser
- Wash all towels
- Shaving switch

Bedroom Area

- TV
- Guardrail separating lounge from bedroom
- Child's safety gate
- Change mattress protectors
- Wash sheets
- Wash throw (bedcover)
- Clothes hangers
- Bedside locker
- Bedside lamp & switch
- Bed headboard and frame
- Air-con and TV remote control
- Safe control / key
- Clothes drier
- Rug
- Child's cot
- Electrical switches

Balcony

- Patio doors / handles
- Table & chairs
- Wicker seating
- Balcony rail.