



## **Luxury Mountain Vacation Rentals – Covid 19 Cleaning Protocols for our Vacation Rental Properties**

Luxury Mountain Vacation Rentals is taking an aggressive, industry leading approach to maintaining the highest cleaning standards for our guests, our property owners and our support staff. In this new world of Covid 19 we have taken many extra measures to ensure your safety when you stay in one of our properties. Many of you, our prospective guests, will want to know what these cleaning protocols will look like and how they are performed. As such, we will provide a detailed guide outlining how we are approaching our cleaning and what is being done for you. A few highlights of the extra measures include:

**Complete disinfection cleaning system** – All touch points in the unit will be cleaned and disinfected using the systems and protocols as outlined below. Our protocols exceed the recommendations provided by the BC CDC to ensure guest safety.

**Minimum 24hr booking gap between guests** – between each guest stay we will provide a minimum 24hr period of vacancy as per the current guidelines. Subject to change as guidelines are updated.

**State of the art Electrostatic Sprayer Disinfection System** – 360-degree disinfection of all surfaces in the unit with hospital grade disinfection solutions which are non toxic yet powerful enough to effectively kill Viruses (including Covid 19) , Bacteria, and many other germs in as little as 1 min from contact! All surfaces soft and hard will be treated with this disinfection system for a “whole unit” disinfection.

<https://evaclean.com/> Protexus Electrostatic Sprayer & Pur:One disinfection tabs.

**HEPA Vacuum** – all carpets and other soft surfaces will be cleaned with a HEPA vacuum that filters out 99.9% of all particles to ensure no germs, viruses or bacteria are dispersed in the air of the unit. Each vacuum will be cleaned and disinfected after use in each unit before being moved to the next unit for cleaning.

**Linen** – all bed linens are replaced with a fresh laundered set for your stay. All pillow protectors, mattress protectors and duvet covers will be laundered between guest stays in hot water and approved detergents.

**Hard surfaces, Appliances, and all equipment** - In addition to the electrostatic spraying all these surfaces will also be hand cleaned with the approved disinfection solutions.

**Kitchen** – Upon your arrival the dishwasher will have been run with detergents and hot water to provide you with a clean set of plates, cutlery and glassware. A set of pots, pans, utensils and other small equipment will be left on the countertops disinfected for your use. We recommend guests wash any additional items not left out as indicated above with soap and water prior to use for the first time.

**Pre-Arrival Check** – Our housekeeping supervisor will perform a final check of the unit prior to any guest arrival. Cleaning staff will have a detailed cleaning protocol list of tasks to perform which must be signed off by the supervisor to ensure all tasks are completed to our standards.

**Non-Essential Items** – All nonessential items have been removed, bagged, and tagged and stowed in the unit. Items such as throw pillows, quilts, blankets, and extra linens. These items are “nice to have” extras however there is far too much to effectively launder between guests so they will be stowed away for your safety.

**Staff PPE** – our staff will be outfitted with the appropriate PPE while they perform cleaning tasks in the units for your safety and their own safety.

**Guest use cleaners** – Units will be stocked with additional cleaning products for your use during your stay. Including disinfection sprays and hand sanitizer. The unit will also be stocked with dish detergents, soap, laundry detergents, hand soap, body wash, shampoo, and all-purpose cleaners.

Our cleaning protocols will follow the most up to date recommended guidelines provided by the BC CDC, WorkSafe BC and BC Health authorities.