

Burgie Estate

Guest information

Covid19 Management




Burgie
Estate

Update June 2020

Cleaning plan for Burgie House and Woodland Lodges



At Burgie we realise that in these changed times there needs to be a changed approach to how we carry out certain aspects of our management.

As always, we strive to provide a safe and clean property for all our guests on arrival, and this is now more important than ever. We have re-evaluated the cleaning procedures and taken enhanced measures to clean and disinfect as we collectively aim to be socially responsible to one-an-other.

Below we have set out an overview, to which our Housekeeping team are completely signed up to deliver, in the hope that it not only illustrates our own emphasis on social responsibility in these times but also, very importantly, to provide you our much valued guests, with some comfort that every effort has been made to ensure that your stay is as safe as possible.

It is also important that we ensure the safety of our own valued Housekeeping Team (HKT), led by Maeve and Fiona, whom have undertaken to ensure that the following:

All members of the HKT are all working because they chose to and not because there is any requirement to.

A HKT member will not work at all if they or anyone else in their household have any cold or flu like symptoms, far less COVID-19.

The HKT will be provided with PPE when carrying out their housekeeping duties



Times

Changeover is as you will appreciate often a period of frenetic activity, particularly when there is a same day change over.

With this in mind and respecting the additional crucial work that has to be carried out we will strongly request that all guest's departure time is **9.00am** and that the arrival time is now after **5pm.** These can be modified if there is not a back-to-back booking with a same day changeover.

Covid-19 Cleaning Plan

While all properties are always cleaned thoroughly between guests, many of the “high-touch” areas (such as light switches and handles) may not get the same treatment as is now required.

Our HKT will:

Clean first then sanitise. First surfaces and areas will be cleaned and then disinfected to kill viruses, bacteria, and germs.

Allow fresh air to circulate the property during the entire cleaning process subject to the weather and wind.

Disinfect kitchen brushes with detergent and replace all sponges.

Laundry – we will replace all laundered items irrespective of whether they appear to have been used or not.

Run the washing machine on empty once a week at a high temperature to prevent the growth of germs.

All surfaces that guests have come into contact with will be cleaned and disinfected thoroughly and rigorously especially those areas which might be overlooked for example light and plug switches, window latches and key to name a few.



Doing our part to help our guests stay safe by cleaning and disinfecting frequently as possible.

Kitchen specifically

- Sinks, Worktops and Cabinets & handles
- Fridge and freezer – front and top
- We will run all dishes and utensils through the dishwasher – not just the ones that previous guests have obviously used, as it is possible they may have touched many of them.

Crockery - similarly given that every piece of crockery and glassware will be washed between guests, we will provide a slightly reduced number of serving dishes etc. for use – there will still be ample, and we hope that this will not inconvenience guests too significantly.

We also apologise in advanced if some of the crockery is still in the dishwasher when guests arrive – we will do what we can to ensure everything is back in the cupboards etc.



N.B. It is usual at Burgie House & the Woodland Lodges to leave spices, oils and other similar unfinished condiment items in the kitchen for future guests. Regrettably, for the time being we will not leave anything that has been opened. If there is an unopened pot, jar, bottle we will disinfect the outside and leave it, otherwise everything will be removed and binned.

Finally, as the HKT leaves the House or the Lodges, we will make sure the key safe & keys are cleaned and disinfected.

In addition to what is usual we will provide some additional items for guests such as:

Antibacterial hand sanitiser

Disposable wipes – PLEASE, please do not flush these wipes down the loo.

Disinfectants and cleaning supplies

Work With Us

We at Burgie consider that there will be some form of Social Distancing and Covid19 measures and protocols in place for at least another year, meaning that this is not a one or two month plan but longer term approach to the cleaning management of our let properties.

If you would like any further information or to discuss anything specifically please don't hesitate to get in touch.



We greatly value your patronage and in these changed times we also appreciate your assistance and cooperation in all these matters and wish you a very enjoyable stay at Burgie.

Thank you for choosing Burgie as your holiday destination.

Alec Locho

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