



**COVID-19 Resources:**  
**Cleaning &**  
**Sanitation**  
**Guide**

# Resources for guests

In the next few pages we've included the following resources:

**1. Safety and precautions checklist for guests:** there are hundreds of checklists and guidelines guests can follow to take the necessary precautions to not get infected. However, we created one exclusively for vacation rental guests to protect them (as well as your properties) during their stays.

**2. Cleaning commitment and protocols:** Airbnb, Vrbo and other OTAs and hotels have started releasing their cleaning seals and protocols. Guests will expect the stringent cleaning standards and will demand more insight into how properties are cleaned. Travelers have lost their confidence in traveling and sharing with them how seriously you take their safety might help you recover their trust. That's why we've created a printable template you can place in your properties so guests are aware of the protocols you've followed to sanitize and disinfect your vacation rentals.

**3. Welcome letter:** First impressions are crucial in the vacation rental industry – and guests are always going to remember anything that went wrong! So as well as making sure your home is spotless inside and out for every guest's arrival, writing a welcome letter will help demonstrate further that you're a thoughtful host who truly cares about hospitality.

# Precautions to take to avoid Coronavirus



**Enjoy your stay and don't panic!** We've taken all of the necessary precautions to disinfect and keep our property squeaky clean!

## Hygiene

- Wash your hands with soap and water regularly, and use hand sanitizer
- Cover your nose and mouth when sneezing with a tissue
- Don't touch your face, nose, and mouth when your hands are not clean

## Physical contact

- Minimize physical contacts such as handshakes and hugs
- Avoid contact with people who are unwell
- Avoid crowded places and traveling on public transportation if you are sick or unwell

## Other

- Open windows to allow air circulation
- Disinfect frequently used items such as cellphones and laptops

If you're experiencing any symptoms of a fever or cough, or have difficulty breathing, seek medical care immediately.

# Our commitment to cleanliness

The safety of our guests is always our highest priority. Here's what we're doing to ensure that our vacation rentals meet the latest guidance on hygiene and cleaning (these health safety measures include but are not limited to):



## Up-to-date with latest guidelines

We're actively monitoring the situation based on updates from the World Health Organization, and the U.S. Centers for Disease Control & Prevention, and will continue to respond based on the best advice of governments, public health authorities, and medical professionals.



## Quality Assurance & Maintenance

Inspected property for compliance with cleaning, safety and maintenance protocols prior to each guest arrival. Ensured the overall health, safety and quality of each property with routine preventative maintenance, including testing of mechanicals, maintaining appliances, testing smoke and CO detectors, and confirming access to fire extinguishers.



## EPA-registered cleaning products

All our products meet EPA's (Environmental Protection Agency) criteria for use against the virus that causes COVID-19.



## Trained Professionals

Our team of housekeeping professionals follow protocol and always look for ways to improve upon their craft.



## Proper PPE Usage

All housekeepers and inspectors wear protective masks and gloves when cleaning rentals.



## Re-washed Dinnerware

Housekeepers re-wash all dinnerware, including dinner plates, glasses, coffee cups and silverware, between arrivals.



## Cleaning and Disinfecting

Disinfected and sanitized high-touch surfaces at our property. This includes wiping down any and all items that guests, owners and service-providers come into contact with, including keys, doorknobs, tabletops, appliances, electronics, and light switches. As well as sanitized soft surfaces and upholstery.



# Welcome

We're happy to host you here at .....  
and want to ensure you have a pleasant stay.

We want you to know that we're doing our part to help our guests stay safe by taking extra care to clean and disinfect all areas and surfaces of our property before you check in.

The address of our property is:

You can find our full property details, arrival and departure information, plus amenity instructions and local tips in our welcome book.

We have very high standards for our property and expect it to be spotlessly clean and ready for your arrival. If you find anything to be not up to scratch or if there are any items missing (as per the welcome book inventory), please inform us as soon as possible using the contact information below:

Name: \_\_\_\_\_  
Contact details: \_\_\_\_\_

We hope you have a really relaxing and enjoyable time and we look forward to hearing about your stay and hope you'll visit us again in the future.

# Resources for owners

As travel is starting to pick up, vacation rental professionals have to start implementing rigorous protocols to ensure the highest level of cleanliness and safety at each property. It's critical to develop a clear sanitation and cleaning program to instil more confidence in guests.

**1. Cleaning checklist:** To make sure you don't forget a thing, we've prepared a handy cleaning checklist which you can use for your next deep clean.

Whether you do the hard work yourself or have a team of professionals to help, our checklist will help you structure each task and how you will carry them out.

**2. Cleaning guarantee stamps:** Along with this comprehensive guide, we've attached three stamps or stickers to easily show travelers and guests that your property follows strict cleaning protocols. You can use them on your website, listing site, place over your listing pictures or print them to have around your property.

Please note that our guidelines and stamps are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Before getting started

- Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.
- Wear masks and disposable gloves on both hands when cleaning and disinfecting surfaces
- Avoid touching your eyes, nose, or mouth throughout the clean as much as possible
- Ventilate rooms by opening doors and windows before beginning to clean and disinfect

## Cleaning products

- Follow CDC and [EPA](#) guidelines for approved cleaning products and disinfectants
- Make sure your cleaning products haven't expired and are aware of each product's "dwell time"
- Clean and disinfect all surfaces with CDC approved detergents and disinfecting products:
  - Wipe down all countertops and surfaces, exterior of all cabinets and backsplash
  - Wipe down and vacuum all cabinets and drawers
- Clean and disinfect kitchen sink area:
  - Polish the inside of the sink
  - Clean the garbage disposal
  - Wipe down any cleaning supplies left for guests to use
- Empty trash:
  - Gloves and masks should be worn at all times
  - Wipe down with a disinfecting product all exposed surfaces inside and out on trash and recycling receptacles
- Replace used kitchen supplies (e.g. paper towels, dish soap, hand soap, and sponges)

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Kitchen

- Dishes and utensils:
  - Make sure the dishwasher is clean and empty
  - Wash all dishes and utensils
  - Wipe down with disinfectant the exterior of the dishwasher including handle and buttons
- Refrigerator and freezer:
  - Clean thoroughly the interior, as well as racks and drawers
  - Wipe down the exterior of the refrigerator
- Oven:
  - Wipe down interior, exterior and knobs
  - Clean and disinfect burner rings and plates
- Clean and disinfect all interior, exterior and knobs of small appliances (e.g. Coffee maker, blender, microwave, toaster, etc)
- Wipe all wall smudges
- Vacuum, clean and disinfect floors
- Wipe down front and back of doors, doorknobs and trim
- Clean and disinfect windows, windowsills, blinds, cranks and levers
- Wipe down light switches on walls and lamps
- Wipe down thermostat
- Clean and disinfect the cleaning equipment for guests (e.g. broom, vacuum, and cleaning supplies)

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Living room

- Clean and sanitize the couch:
  - Sanitize couch cushions
  - Change linens on sleeper sofa, if applicable
  - Vacuum underneath the couch and couch cushions
  - Pull out sleeper sofa (if applicable)
- Clean and disinfect all surfaces and furniture
  - Wipe down drawers, tables and entertainment center
  - Clean and disinfect light switches, remote controls, thermostats and gas fireplace controls
  - Wipe down electronics and entertainment items accessible to guests
- Wipe down front and back of doors, doorknobs, and door trim
- Wipe all wall smudges
- Vacuum, clean and disinfect floors
- Disinfect and clean windows, windowsills, blinds, cranks and levers

## Dining room

- Clean and disinfect all surfaces:
  - Wipe down the table and ensure there are no streaks
  - Sanitize placemats and table cloths
- Wipe down all chairs and other furniture in the room
- Wipe down front and back of doors, doorknobs and trim
- Clean and disinfect windows, windowsills, blinds, cranks and levers
- Wipe down light switches, thermostat and gas fireplace controls
- Wipe all wall smudges and disinfect floors
- Disinfect and clean windows, windowsills, blinds, cranks and levers

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Bedrooms

- Clean and sanitize beds:
  - Dirty linens can be placed into a dissolvable laundry bag. It can be tied closed and placed inside your regular linen bag or large plastic trash or contractor bag. Once at the laundry, the dissolvable bag can be removed from the regular plastic bag and placed directly in the washing machine
  - Linens could also be placed in a plastic trash bag or regular linen bag, tied it closed and placed inside your regular linen bag
  - A disinfecting product that is approved for soft surfaces and fabrics may be applied to bagged dirty linens
  - Make sure all pillows have pillow protectors on them and the mattress has a mattress pad covering it. Change them as often as needed.
  - Wipe down headboards and bed frames
  - Make the bed with new sheets, shams and pillowcases
  
- Clean and disinfect all surfaces and furniture
  - Wipe down drawers, tables and entertainment center
  - Clean and disinfect light switches, remote controls, thermostats and gas fireplace controls
  - Wipe down electronics and entertainment items accessible to guests
  
- Check the closet for any items that were left behind and clean and disinfect all hangers
  
- Wipe down front and back of doors, doorknobs, and door trim
  
- Wipe all wall smudges
  
- Vacuum, clean and disinfect floors
  
- Disinfect and clean windows, windowsills, blinds, cranks and levers
  
- Empty trash:
  - Gloves and masks should be worn at all times
  - Wipe down with a disinfecting product all exposed surfaces inside and out on trash and recycling receptacles

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Bathrooms

- Clean and disinfect bathroom counters and sinks:
  - Disinfect and medicine cabinet inside and out
  - Disinfect and clean sink, backsplash, mirror and faucet
- Clean and disinfect bathtub and shower are guest-ready:
  - Remove any items that may have been left behind
  - Ensure the tub grout is clean and free of soap scum and drain is clear
  - Check for mildew and mold
  - Clean and disinfect shower and tub
  - Wipe down faucet and shower head
  - Replace the shower liner
- Make sure the toilet is spotless by cleaning and disinfecting toilet, including base, lid, handle and seat
  - Flush the toilet to ensure there are no leaks and that it drains correctly
- Replace used toilet paper with new roll and ensure there are at least two extra rolls
- Wipe down front and back of doors, doorknobs, and door trim
- Wipe all wall smudges
- Vacuum, clean and disinfect floors
- Disinfect and clean windows, windowsills, blinds, cranks and levers
- Wipe down light switches
- Empty trash:
  - Gloves and masks should be worn at all times
  - Wipe down with a disinfecting product all exposed surfaces inside and out on trash and recycling receptacles
- Vacuum and wipe down the bathroom exhaust fan area

# Cleaning & Sanitation Checklist

**Disclaimer:** These guidelines are derived in part from federal agency regulations and recommendations, but they do not constitute legal or medical advice, nor do they necessarily take into account the various requirements of all states, counties, and municipalities.

## Laundry area

- Clean and disinfect all surfaces
- Clean and disinfect the washer and dryer, ensure they're empty and wipe down buttons and knobs
  - Make sure there is no mold in the washer seal
  - Keep doors cracked open to prevent mold
  - Clean out lint trap in the dryer
- Wipe down any laundry baskets, soap containers and detergent bottles
- Wipe down front and back of doors, doorknobs, and door trim
- Wipe all wall smudges
- Vacuum, clean and disinfect floors
- Disinfect and clean windows, windowsills, blinds, cranks and levers
- Wipe down light switches
- Empty trash:
  - Gloves and masks should be worn at all times
  - Wipe down with a disinfecting product all exposed surfaces inside and out on trash and recycling receptacles

## Exterior

- Clean and disinfect any outdoor furniture
- Clean and disinfect all handrails and any other commonly touched surfaces
- Wipe down front and back of doors, doorknobs, and door trim
- Wipe all wall smudges
- Vacuum, clean and disinfect floors
- Disinfect and clean windows, windowsills, blinds, cranks and levers
- Wipe down light switches

# Cleaning Guarantee Stamps

Along with this comprehensive guide, we've attached three stamps or stickers to easily show travelers and guests that your property follows strict cleaning protocols. You can use them on your website, listing site, place over your listing pictures or print them to have around your property.





# All-In-One Vacation Rental Software

With Lodgify's direct booking technology, vacation rental owners and property managers can increase occupancy, reservations and ultimately, revenue.

[Start free trial](#)

