



As always, the health and safety of our guests is always our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene here at Quantum Lodge. As the situation to COVID-19 continues we continue to take measures to ensure ongoing vigilance around personal hygiene and cleaning standards.

### COVID-19 CLEANING & HYGIENE PRACTICES - For Level 1

We not only clean the room as we always have meticulously cleaned, however now each room is sanitised also. By cleaning first, then sanitising, we can lower the risk of infection to others.

#### **Actions from our side include:**

Our Cleaning Team wear disposable gloves or Hand Sanitiser at all times while they clean.

Rooms are ventilated before cleaned. Fresh air is circulated for at least 20 minutes and windows open before, during and after the clean.

- All team members wash their hands thoroughly on arrival to work, and whenever changing disposable gloves.
- The rooms are cleaned per our normal high standards. All frequently touched surfaces, light switches, doorknobs, remote controls, and faucet handles are wiped using a disinfectant with a new cloth for each guest room.
- All linen is either sent out to a commercial laundry or washed in-house.
- Rubbish bins have bin liners. Placing bags into trash bins will make it easier to dispose of tissues and other waste.
- All cleaning cloths are washed internally on the hottest settings possible.

#### **From our Guest side:**

- Self check-in is possible on request, otherwise instructions for keys will be informed to guests on the day of check-in. Reception is now open.
- Communication however is always possible via mobile phone & emailing.
- Our Room Service Breakfast Menu is available.
- Daily room cleaning – your room will now be serviced as usual but only if your room is vacant.
- Antibacterial hand sanitizer is located in the reception.
- You have available in your room your choice of soap bars or liquid soap.
  - Payment for your stay can be made via cardless credit card transaction.

We love you to stay and would make you as comfortable as possible and look forward to the better times.

Take care, be sensible and safe.