

General Cleaning and Unit Cleaning procedures:

Guests should be made aware of cleaning techniques prior to arrival. Also, guests checking in must be told that we cannot guarantee that units will be ready at your regular check-in time. The following procedures shall not be altered in any way, if a guest or owner is uncomfortable with any techniques used staff should politely recommend they not come and bank unit with RCI if they have the ability to do so instead.

Anyone entering to clean a unit MUST wear a facemask and gloves. Gloves must be changed between units. There should not be more than 1 staff member OR cleaner in the unit at a time unless the cleaner brought a helper.

Request that owners bag their own dirty linen and towels to prevent cross-contamination with cleaners and staff. Bags should be removed by the housekeepers or maintenance technician.

During their stay there will be no towel exchanges (including beach and bath), no potluck BBQ, no weekly activities, no stayover cleans and no owner's meeting. If maintenance or housekeeping enters a room they will be required to wear a mask and gloves. Guests will be asked not to be present.

Common areas must be sanitized every hour during the week. This should be alternated between staff members and managers should create the schedule. Logs should be utilized if needed. The office will remain closed. Owners or guests will be instructed on how to contact office staff per resort. Contactless check-in should continue.

All dirty linens and towels should be washed with hot water.

Saturday Clean Sanitization

- Clean floors and surfaces with heavily diluted bleach or approved Covid killing cleansers. Including shower stalls, shower handles, toilets, bathtubs, kitchen counters and handles, bathroom counters and sink handles.

After unit is cleaned during quality control check

- Use disinfectant spray or wipes when leaving a room on all cabinets handles, closet knobs, and door handles.
- After final inspection the guest should be the next person to enter the unit if at all possible.

Department Procedures: Check-In/Out day

Housekeepers:

- Remove all comforters from the units. Provide 1 blanket per bed including the sleeper sofa, if applicable.
- Put all dishes in the dishwasher and run with hot water for 45 minutes (this should be done first thing in the morning to ensure all dishwashers finish in time.
- Remove all pens, unit books, notepads, or notices in the unit that guests or owners may frequently touch that are unnecessary.

Maintenance:

- Conduct maintenance checks as usual. If unit not clean a mask and gloves must be worn. Minimize time in the unit and do not touch anything in the unit that is not required.
- Sanitize and clean all common areas 3x on Saturday.

Front Desk:

- Assist in emptying dishwashers in units. Set up contactless check-in.

Manager OR Front Desk:

- Final cleanliness check on unit. Ensure everything is properly cleaned for incoming guests. Place clean seal on the door when completed so staff does not re-enter.