

The cleanliness of our properties has always been at the centre of our priorities. It has always been of utmost importance to us that each property is impeccably cleaned, so that our clients have the most positive experience possible.

The cleaning protocol that we applied even before the Covid-19 crisis, was most certainly one of the most elaborate in the area, however this protocol has had to endure some modifications.

Indeed there is a difference between cleaning and disinfecting: Cleaning consists of eliminating germs, dirt and other impurities (for example using a soapy sponge to clean a work surface or a cooker that looks dirty). Disinfecting involves using chemical products in order to reduce the number of germs and bacteria.

The protocol that we have now had to put in place is not just limited to adding a disinfection stage to the cleaning process, we have also had to change all our procedures and have asked all our partners (laundries etc....) to send us their procedures in order to limit the spread of the virus.

It is this complete protocol that we have the pleasure of detailing below, based on and respecting the specific directives, by the government, by the professional holiday rental organisations, by the national federation of institutional tourism organisations and the analysis and recommendations of the CDC (centre for the control and the prevention of disease).

All this considered, we still need to warn you that despite putting in place these procedures, it is impossible for us to guarantee a level of cleanliness 100% free of germs or the virus. That being said our holiday rentals offer an environment which is arguably a lot safer than that of other holiday accommodation (hotels, camp sites).

- Arrivals/Departures:

In order to allow our cleaning teams more time to work effectively and to integrate the extra disinfection time, **we must ask you leave the accommodation at 9 o'clock the day of departure.** Arrivals and departures will take place at the property and one person from our team will come and meet you on arrival day.

Only one member of your group is authorised to enter the property with our team member to visit the accommodation and carry out any formalities.

We will be equipped with masks and/or visor as well as feet covers and we would ask that your designated person also wears a mask, that we can provide if necessary.

▪ Protection of our teams:

Our cleaning teams will be equipped with feet covers, visors and or/masks and gloves. They will have to use a hydro alcoholic gel solution when entering and leaving and as often as is needed during the cleaning of the property. They will be equipped with protective garments which they will have to change as many times as they have properties to clean.

All their cleaning cloths will be washed after each use at a temperature of 60°.

The cleaning baskets of our teams will have rubbish bags used to separate the used material and dirty and clean materials.

▪ Cleaning protocole and the disinfection of the rented properties

Each clean will be organised so that no-one goes back into a room that has already been cleaned and disinfected; we will start therefore by the furthest away part of the property, returning to the front door of the property, before leaving.

1. Airing the whole of the property for a **minimum of 30 mins.**
2. During the airing time, we will take off all the sheets and textiles that have to be washed, put them in laundry bags and take them out of the chalet. We will also clear all rubbish, brochures, magazines etc.
3. Cleaning and disinfection of all surfaces with a multi surface cleaning product which kills viruses according **to the methods prescribed by the code EN 14476 (SANYTOL floor and surfaces)**. For floors, each time it is possible, we will use a steam cleaner, just as efficient for the destruction of the virus and bacteria and a lot more eco-friendly.
4. **Hoovering of surfaces made of fabric** (sofas etc....) and steam cleaning if necessary/possible.
5. Recharging of **virus killing products at the disposal of our clients.**
6. Cleaning with a disinfectant spray (**respecting the code EN 14476**) of all contact surfaces (switches, handles, handrails etc.)

Like before the Covid-19 crisis, a plastic bag will be placed inside each bin and hoovers will be emptied.

▪ Protocole of washing linen (sheets, towels, tea towels...)

All linen is sent to a professional laundry and their protocol is the following :

Treatment of Laundry: dirty laundry is stocked and treated in a dedicated zone, away from the clean laundry. There will be no cross over between dirty and clean laundry.

Washing of linen: at 60°C for 15 minutes with an oxidant for the pre wash ; at 80°C for 15 minutes for the main wash and utilisation of a virus killing product Landole abac for the last rinse cycle ; drying of flat linen on a dryer/iron at a temperature of 170°C ; drying of sponges in a tumble dryer ; the temperature at the heart of the linen reaching 75°C ; coming out of the dryers the linen will be manipulated by our masked operators whose hands will be disinfected regularly.

▪ Use of equipment such as spas, hot tubs:

After verification from the ARS (Regional health agency), the use of this type of equipment will be possible as we use a professional company to maintain and manage it.

Plus, no need to worry, chlorine or bromine used for the disinfection of the water is effective against the Covid-19 virus.

The protocol therefore will be the following and will not change from past practise :

Systematic emptying of the water between two rentals (this will mean that on your arrival, you will need to allow time for the spa to heat up).

Two weekly control visits.

Rules of use:

- Functioning temperature limited to **36°C**.
- Time spent in a hot tub for a child **between 6 and 12 : 5 minutes**
- Time spent in a hot tub **from 12 years old: 20 minutes**
- **Children under 6 are not allowed in the hot tubs**
- **A maximum of 4 people at the same time**

Be aware : in the case of mistreatment of the equipment and the necessity of emptying the hot tub during your stay, **250€ will be kept back from your deposit, which covers the price of the professional who will need to carry out the maintenance.**

- Products at the disposal of our clients :

In addition to the usual products (One new toilet roll per WC, shower gel, one use moisturising cream) we will put at the disposal of holiday makers a **bottle** of hydro alcoholic gel of 500ml and a multi surface disinfectant/cleaning spray (respecting the EN 14476 regulations).