



Vacation Home Operating Guidelines during COVID-19

These guidelines are intended to be read in conjunction with the iTrip Vacations Vacation Home Cleaning Guidelines and all Federal and State recommendations and requirements, including the CDC guidelines.

1. Cleaning Considerations

These items should be discussed and agreed upon with your cleaning teams.

1.1. Arrival at the home

It is recommended that the cleaning team should wait one full hour between the guest departure from the home and the cleaning team's entry the home. If the cleaning team arrives earlier than one hour after guest departure, then the cleaning team should use this time to prepare their cleaning chemicals outside the home and put on their PPE. If the cleaning team does enter the home earlier than one hour after the guest departure, then they should abide by all PPE recommendations.

1.2. Airing the home

The iTrip Vacations cleaning guidelines call for ventilating the home during the time the cleaning team works through the property. We recommend establishing an exact protocol for each home with your cleaners.

- Consideration should be given to outside temperatures, outside precipitation and the impacts of those external variables upon the home's air conditioning.
- The fastest way to achieve strong airflow through the home is to open a door on each side of the home – for example, a front door and a patio door.
 - This should be done, if possible, on all floors.
 - 30 minutes of heat and humidity is generally sufficient to kill the virus.
 - The cleaning team must make sure these doors and windows are all closed within a reasonable time to allow the home to cool or heat before the next check in time.
 - Cleaners should also open blinds and drapes to allow sunlight into the home, as sunlight is another natural disinfectant.

1.3. Bed Linens

We do not recommend asking guests to strip the sheets from the beds, as this can potentially increase and spread contamination further.

Cleaners using the correct PPE should **carefully** strip beds, inspecting each sheet and/or pillow case for signs of soiling, bed bugs and general wear and tear.



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All linen items, including mattress covers, should be carefully accounted for by the cleaner before carefully removing to the laundry for washing (whether that will be onsite laundry or an offsite laundry). Please note all fabric laundry bags must also be laundered with the laundry or disinfected using the soft furnishing disinfectant.

1.4. Cleaner notifications and Quality Assurance (“QA”) sign off.

It is essential to (a) keep a detailed record of all cleaning team’s start and completion times and (b) record all QA inspections for each vacation home. This can be done in ResortCleaning, Flipstream or on a manual system. These records should be kept in a secure location and stored for at least a year.

1.5. Guest keys in the home

Cleaners will need to disinfect all garage remote controls, entry cards, pool keys, wristbands, parking passes etc. that are stored in the home and used by guests each visit.

2. Operational Considerations

In addition to reviewing the cleaning guidelines with your cleaning teams and contractors there are some additional considerations for the property management team to consider:

2.1. Office check-ins.

If you have an office check-in requirement for your guests, then you will need to follow the CDC guidelines for cleaning high traffic public spaces, including:

- Clean and disinfect all touch points within your office and on your entryway door frequently during the day (at least every 30 minutes);
- Perform a deeper cleaning of the office (including all touch points) at the end of every day;
- Provide clear directions to guests where they should stand in line;
- Consider leaving the door open where possible;
- Ensure any welcome packs are disinfected prior to handing to a guest or consider switching to electronic versions; and
- Consider all returning keys as being contaminated and safely store them until they can be disinfected.



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2.2. Home Preparation

In order to ensure efficient cleaning and safer environments you should consider the following:

2.2.1. Soft Furnishings

Establish the cleaning products your cleaners will be using to clean soft furnishings. There are many products on the CDC/EPA list for soft furnishings. We HIGHLY RECOMMEND not using any bleach products. This will eventually destroy any soft furnishings and overspray will affect any wood or other materials in the home.

- Approved EPA soft furnishing products are listed here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- These widely available products should suffice in most cases:

Product Name	Application Method	

- Cleaners should consider using a pump spray container using cleaning chemicals from a concentrate to minimize costs and to minimize repetitive strain from using a trigger bottle.
- We recommend all QA inspectors carry a trigger bottle of soft furnishing disinfectant as well as a surface disinfectant to clean up any missed spots.

Prior to guest arrival, remove all unnecessary pillows, shams, blankets and other soft furnishings. To effectively clean soft furnishings between guest visits, you'll need to launder the soft furnishings or spray them with disinfectant on all sides.

- These should either be removed from the home completely, stored in a locked closet or failing that left in a bedroom closet. Guests should be requested to leave the soft furnishings out on the bed or sofa if they used them during the stay so cleaners can disinfect them.

Soft furnishing couches, wicker chairs, carpets etc. all need to be sprayed with a soft furnishing disinfectant.



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Unprotected duvet covers, comforters and blankets should be laundered after each visit or sprayed with a soft furnishing disinfectant.

- Consider triple sheeting beds where it is impractical to clean the duvet each stay.

2.2.2. Electronics & Remotes

Electronics and remote controls should be disinfected per the cleaning guidelines. While remote covers are available, the remote control should still be disinfected on every turnover clean as guests may remove them from the cover if they have difficulty working the remote.

- Remotes can be presented in a sealed plastic bag to indicate that they have been disinfected but please ensure your cleaning team understand that the remotes need to be cleaned and air dried before being sealed in the bag.
- When placing them in the bag the cleaner needs to ensure they do not re-contaminate them.

2.2.3. Food Products

All unused food products, including coffee filters, should be discarded after each guest stay. (Consider upgrading to a metal filter that can be cleaned in the dishwasher).

Per restaurant industry cleaning guidelines, it is recommended that any condiments be served in individual packets. If you do provide salt & pepper shakers and other spices, please note that these are key touch points and need to be disinfected every clean.

Please check your state's food and sanitation guidelines on all matters related to food safety.

2.2.4. Supplies

Consider using disposable individual soaps, shampoos, conditioners, etc. in the home.

- Any unused bottles should be stored in a locked closet, cabinet or other area that guests may not access during their stay for 7 days and new disposable amenity bottles placed in the home from the storage area. Review this with your cleaning team.
- All soap, shampoo and other dispensers must be disinfected every cleaning turnover.

Paper towels should be left wrapped for the guest to open.

All unused toilet paper rolls and unused paper towel rolls in the house after a guest departure should be removed and placed in the trash (or in storage for 7 days if barely used).

- New toilet paper rolls should be placed in all bathrooms.



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- Toilet rolls should be individually wrapped where practical.
- Unwrapped toilet paper rolls should not be unsealed and no folds or other garnishments should be applied to them.

2.2.5. Outdoor

- Per CDC guidelines, outdoor items (like patio table & chairs) only need to be subject to normal cleaning processes.

2.2.6. Other Unnecessary Items

- Remove all unnecessary items from the home.
- Remove welcome/guest books and consider replacing them with electronic guest books.

3. Guest Communications & Notices

It is important to include clear and concise information to all guests prior to check-in at the vacation home.

Example messages that should be considered are as follows:

3.1. Check-In Instructions

- COVID-19 is a highly contagious disease spread by a virus. We ask that you follow all local, state and federal government guidelines and recommendations at all times during your stay.
- If you or any family member feels ill at anytime with flu-like symptoms, then please contact us immediately. If this is an emergency, then please dial 911 first.
- Please practice social distancing when outside of the vacation home, including while in parks, on the beach or in other public areas. While the virus doesn't spread easily outdoors, it is still important not to get too close to other people.
- Our cleaning and inspection teams follow strict protocols when cleaning a home before the guest arrives, including disinfecting all key touch points and surface areas in accordance with CDC COVID-19 guidelines.
- Kitchen items have not been sanitized in accordance with food industry safety standards. We recommend washing and sanitizing any items prior to use, including running them through the dishwasher on the sanitizer setting where available.
- We provide hand soap (& hand sanitizer) for you to wash your hands.
- In order to ensure our teams can thoroughly clean and inspect every home and to provide all disinfectants with sufficient time to work in accordance with the manufacturer's instructions, we are not currently allowing early check-ins or



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late check outs. Please, for the safety of our cleaning and inspection teams, do not approach the home while they are at the home.

- We hope you have a great stay and nothing goes wrong with any appliance in the home. Please note that we are currently unable to visit a home while a guest is in the home. Some of our service companies are equipped to safely enter the home to complete repairs and we will let you know if that is the case should anything need a service call.
 - For this reason please be sure not to leave doors open and the A/C on as the unit may freeze up and you will be without cool air until it defrosts and can be serviced.
- We have stored many pillows, sheets and blankets in the closets so they do not get contaminated. If you do use any of these items, then please leave them on the bed or the sofa so they can be disinfected after your stay. Please **DO NOT** place them back in the closet.

3.2. Check-Out Instructions

- In order to provide a safe environment for our cleaning teams, we ask that you carefully follow these check out procedures.
- Please notify us if you check out early so we that we can alert the cleaning team that the home is ready for them. Please do not stay beyond the posted check out time as our cleaning team will be arriving to begin cleaning the home and we need a full hour from the time of your departure until they can enter the home safely.
- If you or any family member feels ill at anytime during or after your stay with flu like symptoms, then please contact us immediately. **If this is an emergency, then please dial 911 first.**
- As noted in the check-in instructions, we stored many pillows, sheets and blankets in the closets so they do not get contaminated. If you do use any of these items during your stay, then please leave them on the bed or on the sofa so these items can be disinfected after your stay. Please **DO NOT** place them back in the closet.
- Please place all unused food, groceries and other items purchased (like coffee filters) in the trash and place in the trash cans outside the home.
- Please do not remove linens from the beds.
- Please do place used kitchen items in the dishwasher and start the cycle.

3.3. Guest Notices

Some states require a posted notice concerning sanitation of food service equipment. The Florida notice is posted below for reference.



DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
Division of Hotels and Restaurants
MyFlorida.com

***NOTIFICATION OF EXCEPTION
TO SANITIZATION REQUIREMENTS***
Pursuant to Rule 61C-3.001(3), Florida Administrative Code

NOTICE TO GUESTS

Dishware, glassware, kitchenware and/or utensils have been provided in this room as a guest convenience. These materials have been thoroughly cleaned, using household dishwashing agents. They have not been sanitized according to Federal and State standards for public food service establishments.

DBPR Form HR 5022-045

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If you are in a state other than Florida, then consideration should be given to posting a similar notice in your vacation homes to alert guest to the standard of cleaning that has been performed on kitchen items.

3.4. COVID Waivers

The hotel and lodging industry is considering the addition of COVID-19 waivers to all contracts and guest notices pending legislation from state and federal governments on this issue. Each franchisee should consult their legal advisor regarding the specific language that may be advisable in each state or location.

We include an example notice at the end of this document for reference purposes only. No legal representation, warranty or claim is made with respect to this suggested language.



The following disclaimer to be posted in the home

CORONAVIRUS/COVID-19 NOTICE AND HEALTH & SAFETY PRECAUTIONS

COVID-19 is an extremely contagious virus and is believed to spread mainly through person to person contact. Transmission through surfaces is also possible.

Governmental authorities recommend social distancing and limitations on the congregation of groups of people. It is impossible for the community to continuously disinfect all amenities and furnishings in a manner to totally eradicate the potential spread of COVID-19.

We cannot guarantee that you, your children, family, or guests using a vacation home or any amenities or common areas will not become exposed to COVID-19 while in the home or adjacent areas.

By using these amenities and common areas, you voluntarily assume the risk that you or other members of your party may be exposed to or infected by COVID-19 or other diseases such as the flu and that such exposure or infection may result in a serious medical condition, including personal injury, illness, permanent disability or death.

By using this home or these amenities, you are accepting sole responsibility for such risks and/or occurrences that you or other members of your party may experience or incur as a result of such use and you forever release, waive, relinquish and discharge the property manager, the homeowner and all directors, officers, employees, agents or other representatives of the property manager and/or homeowner (the "Representatives") from any and all claims, demands, liabilities, rights, damages, expenses and cause of action of whatever kind or nature, and any other losses of any kind, whether known or unknown, foreseen or unforeseen, as a result of you and your party being a guest at this vacation home. [I further promise not to sue the property manager, the homeowner or any of the Representatives.]

All persons must abide by Centers for Disease Control recommendations and the following rules:

- No more than 10 people may congregate together at any time.
- Social distancing must be observed, including maintaining a distance of at least 6 feet from other people.
- Use common-sense precautions to minimize your own physical contact with surfaces which may have been touched by others.
- Please wipe-down any high-touch surfaces prior to use and clean after use if possible.

If you are experiencing any of the known symptoms of COVID-19, or if within the past 14 days you have come into contact with anyone suspected of infection or who is experiencing such symptoms, then you should immediately cease using all recreational amenities and common areas at the home and take steps as recommended by the CDC for minimizing the exposure of other persons to possible contagion.