

Our Response to Covid-19

The wellbeing of our guests is our top priority. We have built upon our foundation of pre-existing high cleaning standards with additional Covid-19 specific recommendations from the World Health Organisation (WHO) and latest UK government guidelines. We are taking extra measures to implement best practice for cleaning and sterilization across all of our units.

Below is a list of some of our current processes designed to ensure our spaces are as clean as possible for every guest's arrival:

All our cleaners must wash their hands following UK Government handwashing guidelines upon entering a unit. This includes before putting on gloves and after removing gloves. Disposable gloves are worn and discarded after each cleaning. We do not allow reusable gloves.

- Every member of our cleaning team must wear masks whenever they are inside our apartments. No exceptions.
- We ask our cleaning team to use disposable paper towels where possible and ensure that any cleaning cloths are properly laundered between uses and are limited to one area.
- Our cleaners use disinfectant and sanitising solutions recommended by the WHO for combating coronavirus and similar pathogens. We use chemical agents that deactivate or destroy viruses (and bacteria), certified as EN 14476. We also use bleach solutions at a minimal concentration of 5% Sodium Hypochlorite as per WHO guidelines.
- We ask our cleaners to remove and replace all linen, regardless of whether it appears to be used. Similarly, they will replace consumables after each clean, including shampoo and conditioner.
- Additionally, our cleaning team is directed to put added emphasis on disinfecting all high touch surfaces, with a detailed checklist. They include, but are not limited to, door handles, remote controls, windows, doors, light switches, taps, refrigerator, kitchen appliances, sinks, cabinets, furniture upholstery, cords, headboards, toilet flush handles, waste bins etc.
- Cleaning teams must follow a strict and thorough cleaning checklist which is done on a per room/area basis.

At VA Stays we take COVID-19 very seriously, and the health and wellbeing of our guests is paramount to us. We take no shortcuts to ensure we are doing our upmost best in keeping you safe.