

COVID VIRUS CLEANING UPDATED JANUARY 2021

Guest & Housekeeper Health

The health and safety of our guests, as well as our housekeeper, is extremely important to us, so we have put together some guidelines for both yourselves and our housekeeper that should help us all stay safe and let you enjoy your holiday here with us.

Washing Hands

Frequently washing hands with soap and water is the preferable method to fight against viruses and hand soap is provided in the kitchen and all of Chaconia's bathrooms. We provide a "Welcome Pack" containing a tube of hand sanitizer & a pack of facial tissues. Further supplies of Alcohol-based sanitizers can be found in almost all supermarkets and pharmacies in Tobago, should you require them.

When returning to the apartment It is recommended that you wash your hands immediately, and especially after using the restroom, sneezing, touching your face, cleaning, smoking, preparing food, eating and drinking.

Our housekeeper has been provided with disposable gloves which she will use from when she arrives at the apartment.

Wearing Face Masks

The wearing of facemasks out in public in Tobago is mandatory. We do however ask you, for your own safety as well as our staff, that when the housekeeper is in the apartment, you wear a mask until she has left. She will also be wearing a mask, so this way you are all protected as much as possible. Ideally when the housekeeper comes to clean you either go out or use the pool or patio area, therefore keeping as much social distancing between you all as possible. The housekeeper has been advised to leave the apartment if guests fail to wear their masks whilst they are inside with her.

Cleaning the apartment

We already have extremely high cleaning standards in Chaconia, however we are making sure that we do everything possible to adjust to the new world and upgrade our service. All linens and towels are washed on the highest temperature. The apartment is thoroughly cleaned, disinfected, sanitized and aired between guest visits. The cleaners wear protective gloves and masks whilst they work. We have provided the housekeeper with a cleaning check list which helps making sure all-important areas and frequently touched surfaces (such as light switches & remotes) are not forgotten.

She has been supplied with the necessary 70% alcohol sanitizer that she uses throughout the apartment in addition to the other general cleaning products.

You will also have access to cleaning products and the alcohol based sanitizer, during your stay if you wish to use them when the housekeeper is not around. Please note that the housekeeper will not wash or handle your personal items of clothing, so it would be appreciated if items of clothing are not left lying around, but are picked up and put in one area of your room.

WARNING; Obviously we ask you to be very careful when using the chemicals, do not mix any of them together, do not allow your children access to them and very importantly please read the instructions on how to use them very carefully as some do contain bleach and could damage surfaces/ equipment/ furniture if the cleaning product was not suitable for it.

Sickness

If you or any of your party staying starts to feel ill or starts showing signs of illness please inform myself or the housekeeper immediately so that she can make the necessary changes to her work schedule. We kindly ask you not to expect the housekeeper to work if someone in your group is sick or starting to feel sick. This is not only to protect the housekeeper, but also to protect her family at home and the guests staying in the other apartment that she cleans.

If you start experiencing flu like symptoms, there is a leaflet in the apartment that provides you with all the necessary emergency telephone numbers, as well as the telephone numbers of the different health centers and Covid testing centers around Tobago. If you do not get through call the FREE 24 hour helpline for assistance 877 – WELL (9355)

If the housekeeper starts feeling sick or showing signs of illness, she will inform you as soon as possible as well as myself and we will then discuss if you require a replacement to clean or if you are fine without one. This will protect you and your group from potentially getting sick.

Hand sanitizer dispensers

You will also notice that around the building there are additional hand sanitizer dispensers available. There are two in the garage along with a sink with hand soap. There is another at the top of the steps leading to the carpark next to the bins, and there is another diagonally opposite at the bottom of the stairs that take you up to the next floor. These are all there for your safety and for any person who may need access to the apartments to perform their jobs. If you notice any of them to be empty, please let myself or Chris the Building Manager know and they will be filled back up.

As you can see, we take your health and safety extremely seriously and we appreciate your cooperation to make sure everyone at Chaconia is kept safe and healthy.

Liz Sloper

Property Manager