



The New Vacation Rental Clean

Comprehensive Guide for Cleaning & Sanitation

Our Philosophy

"Prepare as if it was our grandmother."

has been our overriding mantra as we carefully prepare to welcome our guests back. What has that meant? Well, it's meant that we have changed all of our processes to ensure that: guests can practice social distancing, receive all of their concierge services and questions virtually, our staff is well-trained to safely provide services, and we will be employing very strict protocols for cleaning homes.

As travel resumes, Mayan Riviera Properties is committed to ensuring the highest level of cleanliness and utilizing the best practices in our industry, so that our guests can vacation with peace of mind.

Our Protocols

Meet and/or Exceed the Standards of:
U.S. Vacation Rental Managers Association's Safe Home Program

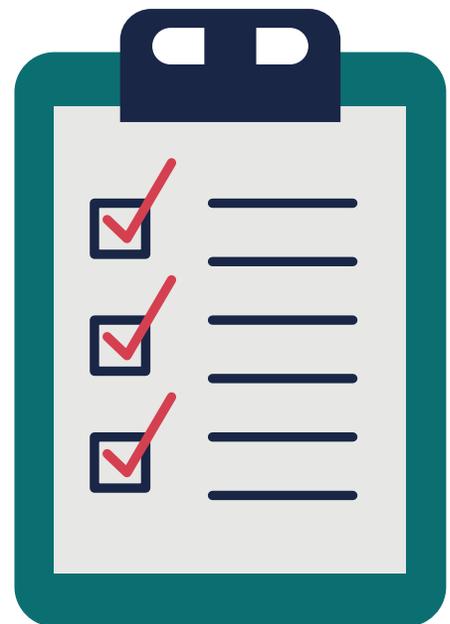
We have obtained COVID-19 Certification Tourism Businesses operating in the he State of Quintana Roo and are subject to routine compliance audits.



Have been developed with the recommendations of:
U.S. Center for Disease Control (CDC), U.S. Environmental Protection Agency (EPA), & World Health Organization (WHO)

All Products are EPA Approved for COVID-19.

**The following
is a summary
of a multi-
page checklist
that our
trained
housekeepers
in PPE will be
using to
prepare each
home.**





General

For safety of our housekeepers, cleaning will begin 3 hours after check-out of previous guests.

At Door:

- Change to sanitized shoes
- Apply face mask

Upon entering:

- Wash hands in accordance with WHO guidelines
- Put on gloves

General:

- All products are EPA approved, used in accordance with manufacturers instructions for COVID-19 sanitation

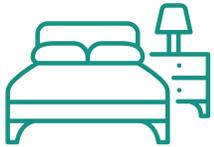
Post Cleaning:

- Disinfect cleaning products and tools
- Full Property Inspection by Supervisor
- Guests will be provided with a starter supply of paper towel, toilet paper, dish soap, new kitchen sponge, cleaning products, and antibacterial hand gel.



Kitchen

- Clean and disinfect all surfaces with approved product
 - Wipe down all counters and surfaces
 - Wipe exterior of all cabinets
 - Wipe down all cabinets and drawers
 - Wipe down backsplash
- Sanitize dishes, cutlery, and utensils
- Clean Refrigerator (Interior and Exterior)
- Oven
 - Heat to 350 degrees for 15 minutes
 - Clean and Disinfect Exterior
- Clean & Disinfect all small appliances
- Clean and disinfect kitchen sink
- Provide new guests with starter supply of paper towel, dish soap, new sponge, cleaning products.
 - Wipe down cleaning supplies left for guest use



Bedrooms

- Strip beds of old old linens. (mattress protector, pillows, sheets, blanket.)
- Clean and disinfect all surfaces and items in room, per general "All Areas" guidelines
- Packaged linens, pillows, sheets, mattress protector, and blanket, will be left on bed for guests to unseal and use. (Guests may also request housekeeper to make the beds, in accordance with guest preference.)



Baths

- Bag and remove all dirty linen.
- Clean and disinfect all surfaces.
 - Mirrors
 - Tiles/Floors
 - Faucets
 - Vanities/Sinks/Cabinets
 - Commode
- Leave packaged linens for guests to unseal and use. (Guests may also request housekeeper to distribute linens, in accordance with guest preference.)



All Areas

- Hard & Surfaces throughout the home:
 - Hard Surfaces will be cleaned and disinfected with approved disinfecting product.
 - Soft surfaces will be cleaned and sanitized with approved sanitizing product.
- Clean ceiling fans
- Clean AC filters
- Clean and disinfect high touch items (doorknobs, cabinet pulls, light switches, lamps, remotes, thermostats, blinds, etc.)
- Clean and disinfect windows and window mechanics



Laundry / Garbage

- Clean and disinfect trash bin
 - Sanitize gloves afterward
- Wipe down laundry machines



3 Night Preventative Closure Between You and Prior Guest

"Prepare as if it was our grandmother."

We will do all that we can to ensure that your property is clean and ready for you to safely enjoy.

- Current science says that the virus remains present on cardboard for up to 24 hours, on stainless steel for 48 hours, and on plastic for 72 hours. (Yes, we know CDC has said that the virus is less likely to be transmitted on surfaces. So, the risk is less. But, science has yet to show that it is not possible.)
- There is not a cleaning product available disinfect soft surfaces, only sanitize them to reduce germs.
- Our staff has been very well trained and does an excellent job, but there is no way for us to ensure 100% removal of any contagion.

With those things in mind, we are preparing as if it was our grandmother coming to stay in your vacation rental home. We are instituting a 3 night break between rentals. This will ensure that any possible contagion will be inactive. You can enter with your loved ones with piece of mind and enjoy your down time.



Same Great Service, Just from a Distance.

While we'd love to see you personally, and we look forward to the day that we can, in the meantime, we'll take great care of you from a distance.

In addition to the cleaning protocols, we also have the following services to keep our guests safe.

- Guests enjoy pre-trip planning, including extensive pre-arrival information
- Self Check-In
- Virtual Concierge Service
- Bilingual Assistance, available via phone or email, during office hours.
- After-Hours Emergency Line
- Our physical office is in Puerto Morelos. We are available to assist you during your stay.



Updates to Protocols

This plan has been developed in accordance with the current guidelines provided by science, government, and industry.

As more is understood about COVID-19, the guidelines and, subsequently, our protocols are subject to change. However, we will remain committed to meeting the standards set by the SafeHome Program, as well as maintaining our State COVID-19 Certification.

A current version version of this document will always be available on our website: <https://www.mayanrivieraproperties.com/covid-19/>

**Thank You.
Stay Well.**



MayanRivieraProperties.com

Last Updated: May 28, 2020