

CLEANING SERVICE STANDARDS

1. The apartment will be delivered clean and sanitized.
2. The client will commit to the cleanliness and will deliver the apartment in the same conditions in which it was delivered.
3. The change of sheets and towels will be done every seven days.
4. The apartments' staff are not responsible for lost or forgotten items. However, if they find any forgotten item in the establishment during the cleaning, they will be happy to sending it to an address provided by the guest. Any item will be sent cash on delivery.
5. It is mandatory for guests to wear a mask in all public areas.

COVID-19 GUIDELINES

- Cleaning service will be done in the absence of the client.
- They will enter with vinyl/acrylonitrile gloves and a mask, although in specific cases eye protection may be provided.
- They will keep the cleaning trolley out of the apartment.
- They will be ventilating the apartment.
- The multipurpose cleaner has been replaced by a virucidal disinfectant.
- A cleaning routine is maintained and followed in order to ensure the disinfection of all surfaces.
- The textile areas are sprayed with the disinfectant for this purpose.
- Once finished, the Personal Protection Equipment is discarded and replaced according to the specific instructions provided.
- High-touch surfaces in client's apartments and public areas are cleaned and disinfected regularly.
- All sheets and towels are washed at high temperatures (+60°C)

A note from Art Apartments

So that you can fully enjoy your stay in our apartments, we inform you about the safety and hygiene measures that apply to our apartments.

- ❖ Thorough cleaning of each apartment with viricidal effect products by our staff.
- ❖ Disinfection of all the elements that are part of the accommodation unit.
- ❖ For stays longer than 7 nights, a day and time will be assigned for the cleaning service and change of linen in the apartment.
- ❖ During this service per Covid-19 protocol, no one should be inside the apartment. If the cleaning service is not desired, we will give you the clean linens for your own use; please leave the dirty linens in the same closed bag outside the apartment for collection.
- ❖ We prioritize each apartment to be vacant 24 hours before the arrival of the new client (whenever circumstances allow).
- ❖ Washing clothes and textiles > 60°C.