



Airbnb's enhanced cleaning protocol

A quick start guide to the five-step process



This Cleaning Protocol applied by Housekeepers at Aston Hill Motor Lodge

The five steps

1. Prepare
2. Clean
3. Sanitize
4. Check
5. Reset

Step 1: Prepare

- ✓ Wait the recommended amount of time before entering the listing (check your local guidelines)
- ✓ Wash your hands for at least 20 seconds with soap and warm water
- ✓ Before entering, put on a mask, apron, gloves, and shoe covers (recommended)
- ✓ Ventilate by opening windows and turning on any fans
- ✓ Gather any necessary equipment like vacuum cleaners, mops, etc.
- ✓ Gather the cleaning supplies listed, including disinfectant that has been approved by regulatory agencies

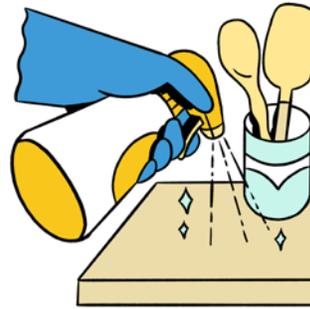


But first, safety. Please review the guidelines for your chemicals.

First you clean, then you sanitize



Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe off a kitchen countertop or stovetop.



Sanitizing is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

Step 2: Clean

- ✓ Empty all garbage cans and line with fresh bags
- ✓ Wash all linens at the highest recommended heat setting
- ✓ Wash all dishes and empty the dishwasher or sink
- ✓ Dust, sweep, or vacuum all floors
- ✓ Clean all hard surfaces with soap and water
- ✓ Follow manufacturer instructions to spot clean soft surfaces



It's hard, but make sure to not touch your face while cleaning.

Step 3: Sanitize

- ✓ Once a surface is clean, spray or wipe it with an approved disinfectant
- ✓ Let the disinfectant work its magic—keep wet for the time specified on the manufacturer label
- ✓ Allow to air dry
- ✓ When using wipes, use one wipe per surface



Vinegar is strong, but germs are stronger. Natural disinfectants have not been approved by regulatory agencies.

Step 4: Check

- ✓ Double-check that frequently touched surfaces have been sanitized (see the list below)
- ✓ Review the room-by-room guidelines
- ✓ Note any maintenance issues like lightbulbs that need to be replaced
- ✓ Take note of any cleaning products or disinfectants that need to be replenished

Step 5: Reset

- ✓ Wash your hands and put on clean gloves before refilling any guest supplies, towels, or linens
- ✓ Close the door, disinfect the doorknob, and don't re-enter this space after sanitizing
- ✓ Safely dispose of or wash cleaning supplies and protective gear
- ✓ Set out a cleaning care package for guests with items like paper towels, disinfectants, and extra hand soap
- ✓ Print out the cleaning summary to leave for guests
- ✓ Take a step back, and admire your hard work

Guests have told us they want access to cleaning supplies while they stay. Consider leaving guests a cleaning care package with supplies you trust, and make sure you note it in your listing.

You got this.

Frequently touched surfaces

- Doorknobs and handles
- Light switches
- Remote controls
- Tables
- Fans
- Lamps
- Windowsills and window handles
- Keys and lockboxes
- Railings
- Garbage cans and recycling bins
- Sinks
- Appliances
- Salt & pepper shakers
- Kitchenware
- Chairs
- Toilets
- Showers and tubs
- Shower curtains and doors
- Shampoo, conditioners and hand soaps
- Hair dryer
- Your Airbnb welcome book