



COVID-19 Housekeeping Protocol

Housekeeper's Guidelines:

- Wash hands for at least 20 seconds with soap and water. Hand sanitizer that is at least 60% alcohol will be used in instances where soap and water are not available.
- Avoid touching face, eyes, mouth, and nose.
- Properly cover mouth when sneezing and coughing. Wash hands with soap and water or use hand sanitizer after each cough or sneeze.
- Avoid contact with people who are sick or showing signs of illness.
- Stay home if sick or showing signs of illness.
- Sanitize high-use surfaces such as light switches, door knobs, remote controls, etc.
- Wear protective footwear, mask, and gloves, while cleaning an apartment. Change gloves between apartment cleanings and discard them properly in the nearby trash facilities outside of the apartment.
- Use CDC approved sanitizing cleaning products.

Take comfort knowing we are using CDC approved sanitizing solutions, hand sanitizers, regularly washing our hands, wearing protective wear, and practicing social distancing with our guests, vendors and community teams. Our Hospitality Team re-sanitizes high touch areas after inspecting before each arrival.



Call Us: 703-448-0505

Email Us: services@mysuitesolutions.com

We ask that our Guests:

- Are not home during housekeeping. If you or anyone else is present when the housekeepers arrive, you/they will be asked to vacate the apartment until the cleaning is over (usually 1.5 to 2 hours).
- If you are not able to vacate during cleaning, a cancellation fee may apply. We ask that any cancellations are requested in writing at least 1 business day in advance to avoid cancellation fees.
- If you are sick or showing signs of illness, our housekeepers will not clean your apartment. Please contact us immediately if you are ill and need to cancel. We will waive cancellation fees on a same day cancellation if it is because you are not feeling well.
- Notify us if you or anyone in your apartment has been exposed to someone that has tested positive for COVID-19 or if you or anyone in your household has tested positive for COVID-19. We will ask you to follow CDC guidelines in either case and we will cease housekeeping until deemed safe to resume services.