



Departure Day

Departure day is very busy for the housekeeping team, we kindly ask you follow these simple instructions to aid the new guests coming in and housekeepers.

- Depart by **10am Prompt**
- Empty the fridge of your waste food
- Wipe surfaces over
- Check all areas of the property for left items
- Please wash up any loose items that do not go in the dishwasher
- Please load the dishwasher and run a cycle if applicable
- **Shut all doors and windows**
- **Make sure the fire is OUT**
- Turn down thermostats / turn off heaters/ put out fires
- All waste /recycling taken from the property and placed in the correct location
- Log out of any subscription services
- Check you have all personal possessions
- **Place the key back into the key safe and make sure you lock the door**
- Please leave the property in a respectful condition

We hope you have enjoyed your stay, if you wish to speak with us directly then please email

info@cotswoldpropertyservices.com

Or Call: 07432 831492

Please ensure you log out of all subscription services/apps as we are not responsible for this on a changeover or after you have departed the property



Polite Departure Notice

If you leave the property in an unsatisfactory condition, cause damage that is not reported and then discovered by our housekeeping or maintenance staff we will do the following. We have 48 hours from departure to.....

1. Inform the booking agent
2. Inform the property Owner / Business
3. Despatch staff and equipment if needed to clean, repair and make the property good in time for the next arrival.

Once we have done this we then pass the invoice to the owner / Agent for agreement and then the booking agent will in turn withhold your deposit until things are put right and costs involved clarified. We do not hold any money or have any dealings in your payments with the booking agent / owner.

Where possible we will provide evidence of issues such as damage, however, if we require the use of additional cleaning equipment to make a property clinical clean (such as bathrooms or kitchens) the equipment will be used in line with the concerns of the cleaning staff. Bathrooms and kitchens will be cleaned thoroughly and steam is the best way to do this. We also use steam to remove odours from bathrooms and other areas. There may be a concern the room is not clean from evidence in other areas and as such reserved the right to charge for such cleaning.

Please leave the property as per the instructions from your booking agent/ owner then none of the above will need to be utilised.

Many thanks

Property Team