

Date	June 11, 2020
Owners	Ed & Bonnie Noble
Responsible Person	Bonnie Noble
Mendocino County Contact Information	Call Center: (707) 234-6052 Email: callcenter@mendocinocounty.org The call center is open Monday - Friday from 8:00 a.m. - 5:00 p.m. In case of an emergency call 911
Contractors	Tirzah Bradford – Coastal Cleaning Services 707 349-0933 tb.coastalcleaningservices@gmail.com Training completed on June 12, 2020

Villa Ondina Azure Guest House is a completely separate unit that is unoccupied other than for vacation rental guests. There are no shared interior spaces with the owner’s home that is on the same property. Villa Ondina does not employ any staff but does use a contractor to clean the house between guests.

Contractor Training

Cleaning contractors agree to self-educate themselves on COVID-19. They are encouraged to access COVID-19 information on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html> including the following topics:

- How COVID-19 spreads.
- Underlying health conditions making individuals more susceptible.
- Self-screening at home, when to stay home, when to seek medical care.
- Importance of frequent handwashing and use of hand sanitizer. <https://www.cdc.gov/handwashing/hand-sanitizer-use.html>
- Importance of physical distancing.
- Use of face coverings.

Individual Control Measures

Housekeeping contractors agree to:

- Conduct screening at home and notify the Villa Ondina owner if she/he has a temperature of greater than 100.4 degrees or if she/he has any of the known COVID-19 symptoms. If at any time, the contractor is sick or exhibiting symptoms of COVID-19, she/he will stay at home.
- Provide their own face mask and gloves. Extra supplies of masks will be made available if needed.
- Refrain from entering the guest house when guests are present.
- Refer to Attachment A – Contractor COVID-19 Agreement

Cleaning and Disinfecting Protocols

Cleaning of the Azure Guest House will be completed in compliance with the Airbnb Enhanced Cleaning Manual (Attachment B). Additional cleaning protocols include use of a vacuum with a HEPA filter, use of 70% alcohol and/or Hydrogen Peroxide for sanitizing; use of UV light for sanitizing remote controls and other small items.

Physical Distancing

The owners will have minimal contact with guests during their stay. Self-check-in is provided via a keyless touchpad lock on the main entrance to the Azure Guest House. If person-to-person contact is necessary, this will occur outdoors at a minimum distance of 6 feet and face masks will be worn.

Guest Communication

1. Send brief message when guest books that includes link to house manual with COVID details.

We would love to host your get-away to our beautiful coast!

We want to assure you we are adhering to the COVID-19 safety guidelines set forth by State of California and the County of Mendocino. Details can be found in our House Manual - <https://v2.hostfully.com/villaondina> Please let us know if you have any questions.

Ed & Bonnie

2. Send questions 2 weeks before arrival.

In just two weeks you'll be at Villa Ondina! In the interest of the health and safety of all our guests, we are asking everyone to answer the following questions before arrival:

- In the last two weeks, have you or anyone you live with traveled to any areas that have been impacted by COVID-19?*
- Have you been diagnosed with, or suspect that you have contracted, COVID-19?*
- Do you currently have any travel restrictions in your area due to COVID-19?*

Thank you for helping us keep Mendocino County safe and healthy!

Ed & Bonnie

3. Send welcome message 4 days before arrival.

Hello _____,

I'm sure you're looking forward to your get-away! Here's some information for you...

First, please be assured that we are taking all recommended COVID-19 precautions for your safety and our own. If you haven't reviewed it already, details on our strategies for keeping us

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all safe and healthy are provided in our house manual (see link at the end of this message). Also, please honor our check-in time of 3PM to allow for plenty of time for enhanced cleaning.

When you arrive, please park in front of the garage where you'll see a "AZURE PARKING" sign. You'll see the stairs up to the Azure Guest House on the right. The door will be unlocked, but the digital code is 4242, just in case. We will most likely be there during your stay and are available for anything you might need. Of course, please don't hesitate to email or call us anytime.

A few details...

Your heat is a wood burning stove. If it's a sunny day, there's plenty of solar warmth until late afternoon. We will have a fire set up and fire-building instructions are there for you, if needed. There is plenty of paper, kindling, fatwood and firewood for you to use. PLEASE LET US KNOW IF YOU NEED ASSISTANCE WITH FIRE-BUILDING AND KEEPING WARM.

You are welcome to wander about the property and help yourselves to veggies and herbs from our organic garden and orchard.

On the high-tech side, you will find WiFi and high speed internet access on our guest network. The guest network (VillaOndinaGuest) does NOT require a password. There is also a smart TV with Roku (and Netflix) for you to enjoy.

Most of all, relax and enjoy our beautiful coast.

For lots more details about Villa Ondina and area information, please refer to our House Manual here: <https://v2.hostfully.com/villaondina>

Drive safe...

Ed & Bonnie

4. Place a sign (in plastic stand) in the guest house describing our COVID cleaning procedures and guest commitments.

See Attachment C – COVID-19 Information for Guests

5. Send a Thank You message on the day of check out.

We hope you enjoyed your visit to our beautiful coast. We ask that you honor our check-out time of 11AM to allow for plenty of time for enhanced cleaning. Please let us know if there is anything we can do to make Villa Ondina even better! We hope to see you again. Safe travels.

Ed & Bonnie



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Attachment A – Contractor COVID-19 Agreement

This Agreement is entered into in Mendocino County, California, on _____, by and between Villa Ondina (Owners – Ed & Bonnie Noble), with its principal place of business located 30401 S Hwy 1, Gualala CA 95445, and _____ (Contractor), with its principal place of business located at _____. Contractor covenants, promises and agrees to diligently and fully perform all aspects of the Covid-19 Short Term Rental Risk Mitigation Plan for Villa Ondina hereinafter described to the satisfaction of the Owner. This agreement represents the entire integrated agreement between the Parties and supersedes and voids any prior proposals, agreements, or discussions relating to the subject matter of this agreement. This agreement can only be modified by a written instrument signed by an authorized representative of the Owners.

1. Contractor agrees to self-educate on COVID-19. He/She is encouraged to access COVID-19 information on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html> including the following topics:

- o How COVID-19 spreads.
- o Underlying health conditions making individuals more susceptible.
- o Self-screening at home, when to stay home, when to seek medical care.
- o Importance of frequent handwashing and use of hand sanitizer. <https://www.cdc.gov/handwashing/hand-sanitizer-use.html>
- o Importance of physical distancing.
- o Use of face coverings.

2. Contractor agrees to:

- o Conduct screening at home and notify Owner if she/he has a temperature of greater than 100.4 degrees or if she/he has any of the known COVID-19 symptoms. If at any time, the contractor is sick or exhibiting symptoms of COVID-19, she/he will stay at home.
- o Provide their own face mask and gloves. Extra supplies of masks will be made available if needed.
- o Refrain from entering the guest house when guests are present.

3. Contractor agrees that cleaning of Villa Ondina will be completed in compliance with the Airbnb “Handbook” (Attachment B). Additional cleaning protocols include:

- o use of a vacuum with a HEPA filter
- o use of 70% alcohol and/or Hydrogen Peroxide for sanitizing
- o use of UV light for sanitizing remote controls and other small items.

Contractor
Date: _____

Villa Ondina
Date: _____

By: _____

By: _____

Printed Name Title

Printed Name Title



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Attachment B – Airbnb Enhanced Cleaning Manual

Found at: <https://www.airbnb.com/cleaning/handbook>

Attachment C – COVID-19 Information for Guests

Covid-19 Precautions

We want you to know that we are doing our part to keep our guests safe. We are taking all the recommended precautions to ensure a safe experience for you including following the State of California and Mendocino County COVID-19 Industry Guidance for Short Term Rentals.

- High touch surfaces (including counter tops, appliances, stair railings, remote controls, light switches, door handles, faucet handles, etc.) are cleaned between each guest with alcohol, peroxide, or bleach depending on the surface.
- Microfiber towels are used once and then washed in hot water and dried on the “HIGH” setting.
- Towels, bedding, blankets, placemats, napkins, throw pillow covers, etc. are washed in hot water and dried on the “HIGH” setting whenever possible.
- We have removed unnecessary items such as extra throw pillows, knick-knacks, and other items that are difficult to sanitize.
- We have provided a place for you to leave items such as books, board games, and blankets so we can sanitize them for our next guest.
- Small items such as remote controls and keys are sanitized with UV light.
- Our home is equipped with a smart lock, so guests can check in and check out independently to allow for social distancing.
- There is plenty of soap and water for your use, we have provided touchless soap dispensers at each sink, and a touchless hand sanitizer at the entry.
- Coffee, tea, and sugar are provided in single-use packages.

The best line of defense against coronavirus is taking measures to not contract it. These are the most effective preventative measures everyone can take:

- Wash your hands frequently with soap.
- Use hand sanitizer if you do not have access to soap and water.
- Practice social distancing to the extent possible.
- Avoid touching your face.

Avoid contact with sick people. Stay home and seek med

For COVID related issues or concerns please contact:

Bonnie at 916 716-6417 or Ed at 510 410-9771.

We are available 24 hours a day and can be on-site within no more than one hour.