

# Committed Hosts Charter

## SANITARY LABEL FOR SHORT TERM RENTALS

Created by l'Union des Professionnels de la Location Touristique (UPLT)

Awarded to



In light of the COVID-19 pandemic, **the associated professional hosts (UPLT)** is recommending that existing cleaning programs be augmented to include even more rigorous sanitization and disinfection protocols. **UPLT** created specific guidelines to help property managers and professional hosts to comply with the sanitary rules in order to guarantee safe and clean accommodations.

Accordingly to the **WHO** (World Health Organization), the **CDC** (Centers for Disease Control and Prevention) and the French ministry of Health and Solidarity, the sanitary guidelines related to this **Charter** aim to prevent the spread of the Covid-19 disease by setting specific rules.

Cleaning a vacation rental is no small task, even when we are not faced with a global pandemic. A housekeeper is expected to take a property that is in disarray from departing guests and completely reset it—eradicating the microbes that have been left behind in the property and creating a like-new experience for arriving guests. Vacation rental professionals understand that cleaning a property effectively requires specific training, appropriate supplies, and a systematic process.

This Charter is based on 3 main principles :

1. **Awareness and information** of the hosts and their cleaning teams about the risks of the Covid-19 disease and specific process detailed in the **UPLT's** Guidelines : <https://www.uplt.org/covid-19>
2. **The use of specific techniques and protections** derived in part from the French government recommendations.
3. **The follow-up of the compliance** with the **Charter** by the host who will be in charge to enforce the rules in all the properties. A summary of the procedure will be displayed in each property (available in French and English). Guests will be given the possibility to report any breach of the Charter by sending a message to a dedicated email address : [stop-covid19@uplt.org](mailto:stop-covid19@uplt.org). **UPLT** will contact the host and will assist him/her in order to guarantee the correct implementation of the guidelines. Yet, **UPLT** is not a certified control agency and its responsibility shall be discarded in case of complaint. While these guidelines are intended to be comprehensive, they do not contain all available information on the subject matter. These guidelines were prepared based on available information existing at the time of publication and therefore may be superseded by later developments.

### The signatory of the Charter undertakes to ...

- **Set up a Turn over notice** after guest checks-out shall be a minimum of 24 hours
- Cleaners shall not clean the property right after the check-out. **A 3 hours minimum notice shall be respected.**
- **Hosts and property managers shall favor self check-in and check-out** when possible. (The signatory of this Charter will be given the right to choose what will be in the best interest of both guests and hosts, keeping in mind that social distancing is one of the more efficient measure against Covid-19 disease)
- **More rigorous sanitization and disinfection protocols** shall be enforced, based on the UPLT's Guidelines
- **French Government has created specific warnings and recommendations displays that shall be placed in each property in order to inform the guests**
- **Hosts shall provide the guests with a sanitary package** including soap or/and hand sanitizer, cleaning products, ...
- **Inform the co-owners or/and the syndic** about the UPLT's guidelines and all specific measures to be enforced in the property.

Nice, May 11th / 2020

The signatory / name of the agency

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