

STL MANAGEMENT PLAN (110 Portugal Street, Glasgow)

a) Maintenance arrangements, including frequency of cleaning and laundry;

- Property maintenance is undertaken by either the owner of the property or ALTIDO depending on the case and whether reported by cleaners or guests.
- Cleaning is performed after every check-out along with laundry changes.
- Should a guest be staying longer than 7 nights we offer them in-stay cleaning/laundry changes.

b) Access arrangements for servicing and deliveries;

- For any deliveries of materials or stock, we have them delivered to our office on 3 East Market Street. They are then taken to the property by our operations team members.
- Access, keys, or codes are provided internally to our team from the office mentioned above.
- For smaller items such as guest general amenities and welcome packs (hampers) these are provided by the local cleaning team.

c) Access arrangements for guests;

- Guests are provided with a code for the lockbox that contains keys on the day of check-in.
- Access is only provided once the guest has filled in our online check-in form (for security purposes).

d) Arrangements for storage and disposal of waste;

- The cleaning teams are disposing of the waste in the allocated waste bins.
- Guests are also provided with information on the location of the bins should they wish to take the waste out.

e) On-site management arrangements.

- If a guest requires assistance on-site or emergency maintenance is required. Our team is available 24/7 via the phone and we can organize a visit by either our operations team or maintenance technicians.