

# How Buena Vista plans to make a DIFFERENCE

## Cleaning and Disinfecting

Although cleaning and disinfecting has always been an important part of our daily operations, since the beginning of the COVID-19 Pandemic, Buena Vista has further tightened our procedures and decided to make new protocol known and visible to our Guest's and our Partners.

## Requirements for;

### Office Staff:

- Regular temperature checks, prior to entering our workspace premises.
- Pre-arranged call center layout, which includes separation of more than 6 feet workspaces.
- Disposable gloves, required for all staff while interacting outside of personal workspace (cubicles etc.)
- Masks required while operating outside of personal workspace (cubicles etc), as well as interacting with walk-in renters and guests.

*Buena Vista Rentals, until further notice, will NOT allow walk-in renters to enter our facilities. We encourage Guests to call ahead or communicate through an intercom system, and rentals will be exchanged by a Buena Vista TEAM member that is masked and utilizing the required Personal Protective Equipment (PPE).*

### Warehouse Staff:

- Required to wear disposable gloves to clean and disinfect ALL equipment.
- Warehouse surfaces cleaned using soap and water, followed by a high concentrate disinfectant.

*Cleaning with soap and water reduces number of germs, dirt, and impurities on the surface. Disinfecting kills germs on surfaces.*

- Units that are returned, after a rental, are first sprayed with disinfectant, hand controls are wiped with antibacterial wipes, they are sprayed with an air hose and then covered with an antibacterial cleaning solvent and, finally, placed into rotation for the next rental.
- ALL “sitting equipment”, housed inside our facility at the end of each day, will be covered with a “fog/spray” application (on top of the required sanitizing by the drivers, as well as cleaning and sanitizing by the warehouse staff BEFORE and AFTER each rental).

## MAX-QUAT 10% SANITIZER

*(Max-Quat is APPROVED BY THE NSF & EPA as a DISINFECTANT, specific for USE AGAINST SARS-COV-2, THE CORONAVIRUS THAT CAUSES COVID-19).*

Max-Quat 10% Sanitizer is designed for use in schools, hospitals, food processing plants, food service establishments, restaurants, and bars where sanitation is of prime importance.

**It is also USDA Food Grade Approved by the NSF and is an approved EPA Disinfectant use against SARS-CoV-2, the coronavirus that causes the disease COVID-19.**

### Delivery Drivers:

- Required to wear masks on Buena Vista premises and ALL hotel, Resort, theme park areas, at all times.

- Required to wear disposable gloves each and every time they interact with a guest, as well as exiting their delivery vehicle. A box of gloves is required in each vehicle and stock checked daily.

***Drivers are required to dispose of gloves after getting back into their vehicle and use a new pair at each delivery destination.***

- Hand sanitizer has always been a requirement of Buena Vista and each vehicle is equipped with a bottle and drivers are required to use it each time they enter and exit their truck, regardless if they just removed gloves or are just getting ready to put them on.
- Drivers are being instructed to explain equipment procedures to the guest from a distance of 6-10 ft. and must leave the unit in a place that the guest can get after the driver has completed the instructional process and moved to another location.
- Drivers are required to use a disinfectant spray on all “returned” equipment that is retrieved, prior to loading onto their vehicle, as well as being sprayed once they have arrived back to the warehouse, prior to placing unit in the section labeled “to be cleaned”.
- Drivers use sanitizing wipes on hand controls when units are loaded on to the vehicle for delivery and prior to the guest accepting the from them driver.

Our dedication to our TEAM, our partners, and our guest’s is of prime importance. Protocol and procedures are constantly changing, and have always been done so with health and safety in mind. We will continue to update our guest’s and our partners as we continue to increase our procedures as needed.

[www.BuenaVistaScooters.com](http://www.BuenaVistaScooters.com)