

## **Cottagesure – ICOW allowable costs**

### **Cleaning equipment/PPE:**

- Gloves/apron/mask
- Hand sanitiser
- Additional disinfectant
- Specialist cleaning equipment – e.g. foggers and steam cleaners (NB. a 25% deduction to be made to reflect residual value)

### **Guest Equipment:**

- Additional bedding, including pillows, duvets and pillow and mattress protectors
- Additional towels, tea towels, bathmats, and other removable linen
- Disinfectant, tissues, hand wash/sanitiser, cloths, and disposable gloves for guest use
- Wipeable plastic folders for guest information
- Social distancing demarcations
- Plastic screening in common areas if applicable – e.g. office areas

### **Cleaning costs:**

- Additional laundry costs – over and above normal costs
- Deep cleaning costs to allow premises to reopen after any case of Covid-19 at the premises
- Cost of single use products not usually used

### **Other:**

- Mastercancel premium – where purchased on or after 24th March 2020. If this is a cost which the business has incurred historically, then there is no increased costs, and the amount would not be recoverable. Similarly, if the cost of this has been passed on to customers by way of increased or specified booking/rental fees, the increased cost incurred has been offset by income, and again therefore is not recoverable.

### **Please note:**

- Evidence of purchase required for items costing £100 or more will be required
- Further sample documentation may be requested on individual cases
- Bank details for payment should be provided if different from the original claim
- Please send details of the claim and evidence to:

[promise.propertyclaims@uk.rsagroup.com](mailto:promise.propertyclaims@uk.rsagroup.com)

- The existing 12-digit reference for your claim should also be quoted.
- Customers who are VAT registered should submit claims *net* of VAT.

