COVID-SAFE PRACTICES:
HOTELS, RESORTS & LODGING

Required

☐ Adhere to Required COVID-Safe Practices for All Employers (p. 9).

☐ Adhere to Required COVID-Safe Practices for Retail Establishments (p. 11).

☐ Adhere to maximum occupancy limits per the State's Public Health Order.

☐ Limit the allowance of multiple guests per room to "same households" only (individuals who live within the same place of residence).

☐ Utilize signage in front-of-house and back-of-house to communicate occupancy limits and health, hygiene and safety procedures.

☐ If food service is provided onsite, adhere to Required COVID-Safe Practices for Restaurants (p. 12).

  ☐ Room service must be encouraged as a first option for guests who would like food service. Hotels must minimize contact with guests by leaving food carts at guest's door.

  ☐ Close access to self-serve food bars.

  ☐ Remove self-serve refreshments such as water, ice, coffee, etc. Hotel staff can provide those services upon request.

☐ Suspend the use of valet service.

☐ Discontinue use of communal hot tubs and saunas and exercise rooms.

☐ Private hot tubs and saunas are required to be cleaned and disinfected after each client use.

☐ Provide information to guests on health, hygiene and safety procedures with guest check-in packets and/or through digital reservation confirmations.

☐ Directions to stairwells must be prominently displayed for guests who wish to avoid elevator usage.

☐ Maintenance of guest rooms:

  ☐ Adhere to enhanced cleaning procedures outlined by the American Hotel & Lodging Association's Safe Stay Enhanced Industry-wide Hotel Cleaning Standards.

  ☐ Remove unnecessary items such as paper, pens, booklets, extra towels, decorative bedding, etc.

☐ Comfort items and appliances such as coffee machines, irons, hair dryers, extra blankets, etc., may be provided for guests upon request. If requested, items must be cleaned per CDC or AHLA cleaning standards before provided to guests.

☐ Room service menus should be disposed after each guest has checked out.

☐ Housekeeping shall only provide cleaning service during a guest's stay upon request by the guest.

☐ All bed linen and towels must be changed only after the guest has concluded their stay or upon guest request.

☐ In the event of a presumptive case of COVID-19, the property will adhere to guidelines outlined by the CDC on disinfecting rooms of an infected individual.

☐ For laundry, adhere to the CDC guidelines, outlined as follows:

☐ Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

☐ Wear disposable gloves when handling dirty laundry from a person who is sick.

☐ Do not shake dirty laundry.

☐ Clean and disinfect clothes hampers according to guidance above for surfaces.

☐ Remove gloves, and wash hands right away.

☐ For meetings, events and conventions, adhere to Mass Gathering limitation in the State's Public Health Order.

Best Practices

☐ When scheduling staff to cover shifts, consider additional breaks to provide for frequent handwashing, more frequent and longer timeframes to sanitize equipment, etc.

☐ Install large plexiglass sneeze guards at reception desks wherever possible.

☐ Arrange for contactless payment and receipt options to the greatest extent possible.

☐ Arrange for mobile check-in and paperless check-out to the greatest extent possible.

□ Screen employees with a no-contact thermometer; individuals with a temperature reading above 100.4°F should be denied entry.

□ Pet-friendly alternative lodging properties should limit guests to keeping pets within private lodging areas only.

Additional Resources

□ American Hotel & Lodging Association: Safe Stay Enhanced Industry-wide Hotel Cleaning Standards

□ Food and Drug Administration (FDA): Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic