

# Good practice for hotels, guest houses and tourist accommodation during COVID-19



The following provides some practical tips and actions that hotels, guest houses and tourist accommodation can take to reduce the risk of COVID-19 for their staff and customers.



## Clean your hands

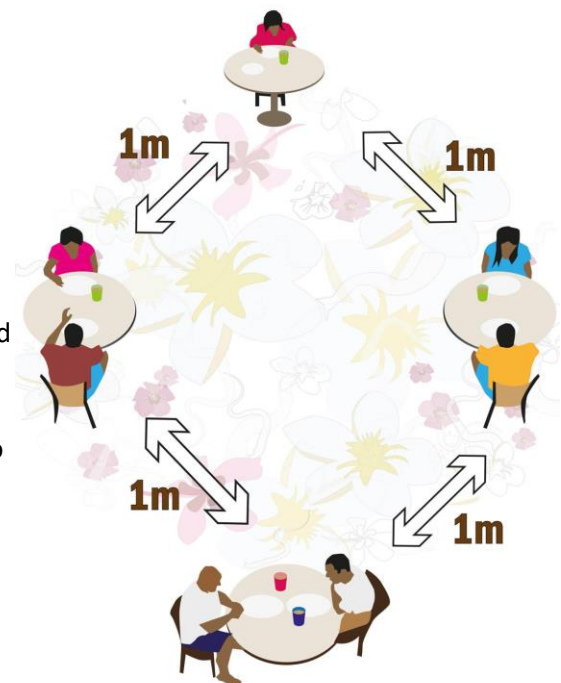
- Wash your hands with soap and water, or use hand sanitizer regularly.
- Make hand hygiene stations, with running water and soap or hand sanitizer, widely available, especially at entrances to premises and individual rooms.
- Encourage guests and staff to regularly clean their hands throughout the day, especially when entering the premises.

## Keep at least 1 metre distance between customers and staff

- Always maintain a distance of at least 1 metre from other people.
- Organise the premises to avoid crowding.
- Minimise the number of customers inside the gymnasium, spa, sauna and swimming pool at a given time. If the facility is high risk (e.g. sauna or steam room), close it.
- In communal lounge or dining areas, mark the floor/ground and chairs to indicate where people should stand or sit.
- Limit the number of guests in dormitories to comply with physical distancing requirements - and ensure good ventilation.
- Limit the number of guests on hotel shuttles/buses.

## Cover your cough and sneeze

- Cover your nose and mouth with a tissue or elbow when coughing or sneezing, and clean your hands after. Provide a disposal bin for tissues.
- Create a culture of staff reminding other staff.
- If local authorities recommend wearing a mask, individuals should:
  - Not touch the mask when it is on, and clean their hands after removing it;
  - Clean their hands if they accidentally touch their mask;
  - If wearing a cloth face mask - wash it every day with detergent and hot water; and
  - If wearing a disposable mask - change it daily or when moist or dirty.



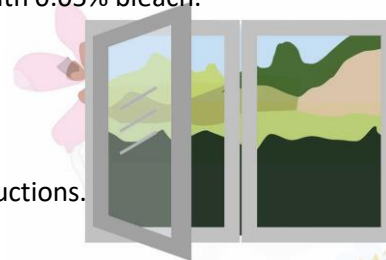
## Clean and disinfect surfaces

- Clean and disinfect all floors, surfaces and restrooms every day before staff or customers arrive.
  - Clean with detergent and disinfect with 0.1% bleach solution.
  - For small surfaces, use 70% alcohol.
  - Do not spray disinfectant.
- Clean and disinfect frequently touched items and areas, including restrooms, counters, tables, chairs, elevator buttons, and staircase railings.
- Inside the guest room clean and disinfect doorknobs, light switches, side tables, telephone, room key/keypad, window blind knobs/sliders between guests.
- Cover all remote controls (e.g. TV, air conditioning) with plastic-covers, so they can be easily cleaned and disinfected.
- Linen: wash with detergent and hot water, at least 60°C; if using cold water, rinse with 0.05% bleach.



## Keep the accommodation airy and well ventilated

- If possible, use natural ventilation like opening doors and windows.
- If you have air conditioning, regularly clean the unit according to manufacturer instructions.



## Check symptoms and remind individuals to stay alert



- Check the symptoms of all staff and guests when they enter the accommodation. Anybody with temperature of 37.5° C or more, or who seems unwell should not enter.
- Have all staff and guests enter via a single entrance to ensure checks are undertaken consistently.
- Place posters or visual reminders at the entrance to the accommodation, at the foyer or front desk, for example.

## Plan, manage, and monitor operations and staff

- Organize worker shifts so that there is no overcrowding and they can maintain at least 1 metre distance between one another.
- Agree procedures with health authority on what to do if a guest develops COVID-19 symptoms.
  - This should cover how hotel staff notify the health authority of the suspected COVID-19 patient, and how the patient would be safely removed from the hotel and taken to the health facility.
- Monitor staff compliance to all measures - identify one staff member/manager to do this.
- Regularly check COVID-19 updates to see whether or not they will impact operations.
- Keep a record including contact details of people who are not staying at the venue but visiting for a meal or to use facilities.
- Where possible, promote the use of card payment to limit the handling of cash (and regularly clean the keypad).



## Reminders for returning home

- Clean your hands thoroughly and remove clothing.
- Wash clothes with detergent and hot water, at least 60°C. If using cold water, rinse with 0.05% bleach.
- Clean with detergent and disinfect your personal belongings (e.g. mobile phone, glasses...) with 70% alcohol or wipe with disinfectant daily.

