

HOTEL CLEANING PRIORITIES

Guest Considerations

Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.

Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.

Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.

Guests requesting bell service are assisted and the bell cart is sanitized after each use.

If masks are required, the hotel displays signage prominently, outlining proper mask usage.

Elevator button panels are sanitized at least once per hour, and/ or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.

Multi-use and unnecessary items and amenities are removed from guest rooms.

Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible).

Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.

Dining services are updated to discontinue self-service buffets, using cafeteria style or grab-and-go services instead.

The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

Employee Considerations

Employees are educated on COVID-19 and all guest protocols and procedures.

Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.

Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.

Housekeepers are required to wear masks and gloves, with eyewear highly recommended.

Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).

Employees are encouraged to check their temperature prior to their shift and not come to work if feeling sick. Ask employees if they are experiencing symptoms of COVID-19 (confidential medical record). CLEANING PROTOCOLS

Cleaning Protocols

The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.

EPA approved cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.

Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.

All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/ contained in the guest room to eliminate excess contact while be transported.

Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).

The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.

Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.

The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued (optional).

In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.

The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.

Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements