



## **LODGING**

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*Best Practices and Guidelines*





## Preparing Your Property For Re-opening

1. Remove all excess items from living spaces, lobbies and common space areas, such as extra bedding, hangars, minibars, reading materials and rugs. Adjust lobby/common space area seating as needed.
2. Clearly identify and label safe distances for check-ins. If possible, make check-ins virtual.
3. Identify additional rules that may be needed to enforce social distancing. For example, limit elevator rides to one family unit and limit capacity of common space areas.
4. Ensure you have the proper cleaning materials, personal protective equipment (PPE) and are aware of the proper protocol for cleaning and use of PPE. If you have an independent contractor that does your cleaning services, make sure they are aware of new cleaning procedures and also have proper equipment, including cleaning and disinfecting chemicals, disposable gloves and masks. Information regarding donning PPE and proper common hygiene practices is available at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).
5. Offer a more flexible cancellation policy. As the situation evolves, new information may make it hard, or impossible, for a guest to honor a reservation.

## Keeping Your Property Safe And Clean

1. Limit amenity services to ensure that guest interactions with other guests is limited.  
Examples:
  - If your property has a gym, have guests sign up for a specific time-slot to use the gym
  - Discontinue in-room housekeeping
2. Help guests keep your property clean. Provide them with separate bags for towels, bedding and trash. Have sanitizer stations in common spaces on the property. Provide them with extra soap, paper towels, tissues and toilet paper.
3. Clean frequently high-touch surfaces and disinfect. You can find a list of disinfectants approved by the EPA to kill the Coronavirus at [epa.gov/coronavirus](https://www.epa.gov/coronavirus). Make sure your products for cleaning and disinfecting aren't expired.



## Establish New Cleaning Protocols

The following is information provided by AirBnB. More information is available at [airbnb.com](https://www.airbnb.com)

1. Wait 24 hours after guest has left to begin cleaning the room.
2. Wear PPE at all times.
3. Ventilate the rooms before you clean.
4. Wash hands thoroughly before and after cleaning.
5. Always clean, then disinfect. Use the right disinfectant that is EPA approved ([epa.gov/coronavirus](https://www.epa.gov/coronavirus)).
6. Avoid touching your face while cleaning.
7. Make sure to clean porous surfaces, such as rugs, carpet, drapes, etc.
8. Wash all linens on the highest heat setting.
9. Clean and disinfect all laundry baskets and hampers.
10. Empty the vacuum cleaner after every cleaning.
11. Line all trash cans.
12. Dispose or wash all cleaning supplies.
13. Safely remove cleaning gear.
14. Share with your guests the increased cleaning procedures, but don't use any words such as "covid-free" or other unsubstantiated claims.
15. Following cleaning, wait 24 hours before booking the room or property and 72 hours total between bookings.

## Example Of Statement On Cleaning Protocols

*Excerpt from [clean.marriott.com](https://www.marriott.com):*

As we welcome you back to our hotels around the world, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our Marriott Cleanliness Council is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.





## Cleaning Checklist For Staff:

- Room has been unoccupied for at least 24 hours.
- Hands have been thoroughly washed prior to cleaning.
- I am wearing Personal Protective Equipment, including a mask and gloves.
- I have all necessary cleaning materials, including disinfectants that aren't expired.
- Windows have been opened to ventilate the property.
- All surfaces have been cleaned with soap and water and then disinfected, including tables, countertops and floors.
- All high-touch items, including door handles, remotes, light switches, toilets, faucets, sinks, kitchen equipment have been cleaned and then disinfected.
- All porous surfaces (rugs, carpets, drapes, etc) have been cleaned properly.
- Trash cans have be emptied, disinfected, and lined with new bags.
- Linens are washed on the highest heat setting.
- Laundry baskets or hampers have been cleaned and disinfected.
- Vaccum cleaner has been emptied.
- Hands have been thoroughly washed after to cleaning.