



NC Restaurant  
& Lodging Association



**ENHANCED INDUSTRY-WIDE  
HOTEL CLEANING STANDARDS**  
in response to COVID-19.

# The hotel industry has a longstanding commitment to cleanliness and safety

for our employees and guests. We continue this commitment during the public health crisis. The following health and safety guidelines represent best practices for the hotel industry, in accordance with CDC guidelines, during the re-opening phase of the economy. It is anticipated that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.



## Safe Stay Advisory Council Is Comprised of Industry Leaders Representing All Segments of the Hotel Industry

### ADVISORY COUNCIL

Accor	Loews Hotels & Co.
AAHOA	Marriott International
Aimbridge Hospitality	My Place Hotels
Best Western Hotels & Resorts	Noble Investment Group
Choice Hotels International	Omni Hotels & Resorts
Davidson Hotels & Resorts	Pebblebrook Hotel Trust
G6 Hospitality LLC	Radisson Hotel Group
Hersha Hospitality Trust	Red Lion Hotels Corporation
Hilton	Red Roof
Host Hotels	Remington Hotels
Hyatt Hotels Corporation	Vision Hospitality Group
InterContinental Hotels Group (IHG)	Wyndham Hotels & Resorts



Dear Valued Member,

Hospitality at its core is an industry of people taking care of people. The safety of our guests and employees has always been our number one priority. Now as we work to reopen our nation's economy, we want to ensure travelers that hotels will be cleaner and safer than ever before when they are ready to resume traveling once again.

To meet the new health and safety challenges and expectations presented by COVID-19, the American Hotel & Lodging Association (AHLA) is launching *Safe Stay*. This new initiative is focused on enhanced hotel cleaning practices, social interactions, and workplace protocols, while ensuring transparency throughout the guest journey.

*Safe Stay* will seek to change hotel industry norms, behaviors and standards to ensure both hotel guests and employees are confident in the cleanliness and safety of hotels once travel resumes.

This initiative represents a new level of focus and transparency for an industry already built on cleanliness. Hotels have always had rigorous standards for cleaning and safety. With *Safe Stay* we are enhancing these standards to boost consumer confidence and doing so in accordance with guidance issued by public health authorities, including the Centers for Disease Control (CDC).

We are honored to have America's top hotel companies join us in this industry-wide effort. We look forward to the day when Americans are confident to travel freely. When that happens hotels will be ready to safely welcome everyone back. We can't wait.

Sincerely,

A handwritten signature in black ink that reads 'Chip Rogers'. The signature is fluid and cursive, with a long horizontal stroke at the end.

**Chip Rogers**  
President & CEO

# Employee & Guest Health



## Washing Hands & Hand Sanitizer

[CDC guidelines](#) shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include [no less than 60% alcohol content](#), where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.



## Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.



## Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.



## Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow [CDC guidelines](#) for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.



## Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#).

# Employee's Responsibilities



## Hand Cleaning

If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



## COVID-19 Training

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.



## Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Please refer to OSHA for more information.

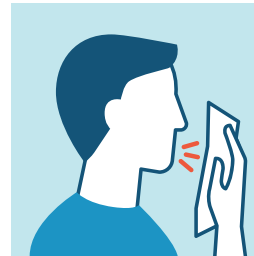
## GENERAL ADVICE



WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



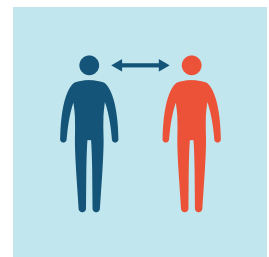
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

# Cleaning Products & Protocols

Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. For more information, please refer to the CDC guidelines on [disinfecting buildings and facilities](#).



## Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



## Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.



## Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



## Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



## Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



## Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



## Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



## Food & Beverage

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.



# Physical Distancing

## Physical Distancing & Queuing

As recommended by the [CDC's social distancing guidelines](#), guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

## Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

## Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.

## Hotel Front Desk, Concierge, and Parking Services

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.

## Pools and Beaches

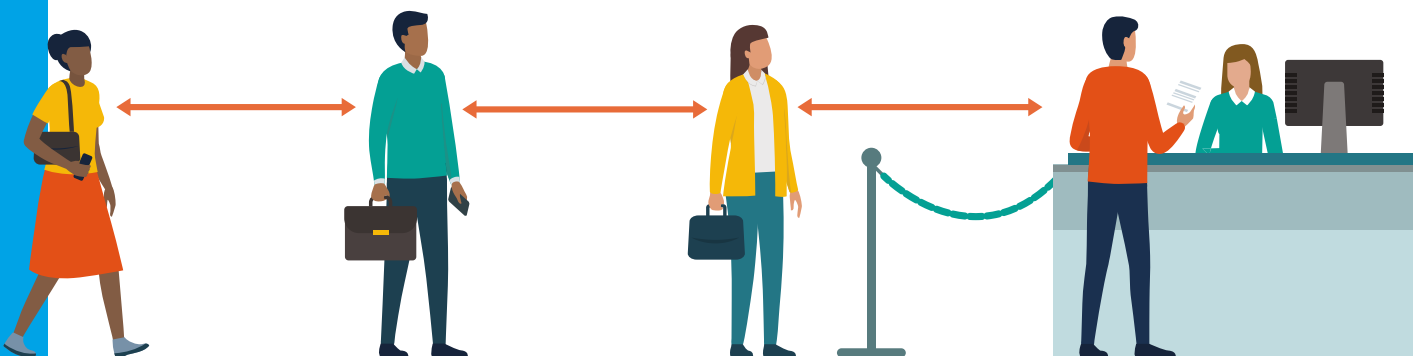
Seating shall allow at least six feet of separation between groups of guests.

## Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

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Hotel industry health and safety protocols will be updated in accordance with CDC guidelines as we learn more about COVID-19 and ways to combat it operationally for the safety of guests and employees.





#### Legal Disclaimer

This information is intended solely for the purpose of providing the hotel industry with top line health and safety guidance during the reopening phase of the economy. The information provided is obtained from publicly available sources, including federal agencies and governmental entities, member companies, other leading trade associations and consultants.

The information contained in these guidelines is general in nature and should not be considered to be medical, legal, insurance or any other professional advice. In all cases you should consult with professional advisors familiar with your particular factual situation before making any decisions.

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