

Coronavirus Guidance for Hotels

March 25, 2020

Recommendations for protecting the health of hotel employees and guests:

- Post [Public Health Advice](#) posters in public areas.
- Hotel pools and gyms must be closed.
- Use signage or lock doors to prevent use of common areas such as lobby seating.
- Seating areas of restaurants and meal areas (such as continental breakfasts) must be closed. Room service, take-out, packaged meals or a bagged breakfast/lunch may be provided as an alternative.
- If possible, make [hand sanitizer](#) available in frequently used areas such as the sign-in desk.
- High touch surfaces such as keyboards, pens, elevator buttons, door handles, faucets, etc. should be [cleaned and sanitized](#) on a regular schedule (for example, every hour).
- Follow cleaning and sanitizing protocols regularly in common areas and when cleaning guest rooms. Limiting the number of rooms/floors available to guest may be necessary in order to ensure staff are able to complete stricter cleaning and sanitizing protocols.
- Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to an ill person can be washed with other laundry.
- Delaying cleaning of a room for a day or more after a guest has left is not a reliable method of prevention. The best protection for staff is to ensure they wash their hands after cleaning or working with the public, maintaining a social distance, and not touching their eyes, nose or mouth.
- Ensure that that employees who are scheduled to work meet travel and health requirements to avoid putting others at risk.
- Avoid scheduling staff who are in a higher risk category (those over 60 years of age, those with underlying health conditions).
- Instruct staff to [wash their hands](#) regularly, including before/after cleaning each room, at the start and end of their shift.
- Gloves and masks are not necessary for staff to wear if prevention measures are followed (including washing hands regularly, not touching eyes, nose or mouth). If gloves and masks are used by staff, ensure that they are aware that other precautions such as hand washing are still essential.