



COVID-19: HOTELS & LODGING

The unexpected pandemic (COVID-19) has tremendously affected the hospitality industry. Industry-wide, the safety of employees and guests is top priority. The industry prides itself on safety, cleanliness, and customer service. In preparation for the reopening of hotels, the industry has established even higher standards for cleaning for added protection against the current health concerns.

Reinforcing awareness is critical for keeping everyone safe. Posting signage is recommended particularly in common areas such as the lobby, near elevators, fitness center, swimming pool, restaurant / dining rooms, etc. Signage and verbiage should focus on, but not limited to the following:

- Social distancing (at least 6-feet apart)
- Use of face coverings, especially in areas where social distancing is difficult
- Sanitation and personal hygiene (frequent hand washing & use of hand sanitizers 60%+ alcohol content)

The enhanced cleaning protocols are industry best practices, in accordance with CDC guidelines and in compliance with state and local public health authorities. As a result, the American Hotel & Lodging Association (AHLA) created a new initiative launching Safe Stay, in order to promote confidence with both employees and guests that hotels are both clean and safe. The initiative focuses on the following:

- Enhanced hotel cleaning practices
- Social interactions
- Workplace protocols

Best Practices: Digital check-in, touchless payments, employee training on sanitation protocols and use of PPE, wash linens and towels in accordance to CDC guidelines and manufacturer's instructions, completely dry all laundered items, establish protocols for handling and reporting both presumed and confirmed COVID-19 cases.

References:

[AHLA Safe Stay](#)

[AHLA Partner Spotlight - Ecolab](#)



Additional Resources:

[CDC Control and Prevention](#)

[OSHA](#)

Questions? Contact BNPLossControl@berkleypac.com