



## **ENHANCED INDUSTRY-WIDE HOTEL CLEANING GUIDELINES**

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



## SAFE STAY IS ENDORSED BY:

### ORGANIZATIONS

Asian American Hotel Owners Association (AAHOA)	Hospitality Technology Next Generation (HTNG)
Association of Lodging Professionals	Hotel Association of Canada (HAC)
Associated Luxury Hotels International (ALHI)	Latino Hotel Association (LHA)
Global Business Travel Association (GBTA)	National Association of Black Hotel Owner, Operators & Developers (NABHOOD)
Hospitality Financial and Technology Professionals	US Travel Association
Hospitality Sales and Marketing Association International (HSMIAI)	

### PARTNER STATE & LOCAL ASSOCIATIONS

Alabama Restaurant & Hospitality Association	Mississippi Hotel & Lodging Association
Alaska Hotel & Lodging Association	Montana Lodging & Hospitality Association
Arizona Lodging & Tourism Association	Nevada Hotel & Lodging Association
Arkansas Hospitality Association	New Jersey Campground Owners and Outdoor Lodging Association
California Association of Boutique & Breakfast Inns	New Jersey Restaurant & Hospitality Association
California Hotel & Lodging Association	New Mexico Hospitality Association
Central Florida Hotel & Lodging Association	New York State Hospitality & Tourism Association
Colorado Hotel & Lodging Association	North Carolina Restaurant and Lodging Association
Connecticut Lodging Association	Ohio Hotel & Lodging Association
Delaware Hotel & Lodging Association	Oklahoma Hotel & Lodging Association
Florida Restaurant & Lodging Association	Oregon Restaurant & Lodging Association
Georgia Hotel & Lodging Association	Pennsylvania Restaurant & Lodging Association
Hospitality Maine	Rhode Island Hospitality Association
Hospitality Minnesota	South Carolina Restaurant & Lodging Association
Hotel Association of Los Angeles	South Dakota Hotel and Lodging Association
Hotel Association of Washington, D.C.	Springfield (MO) Hotel Lodging Association
Idaho Lodging & Restaurant Association	St. Louis Area Hotel Association
Illinois Hotel & Lodging Association	Tennessee Hospitality & Tourism Association
Indiana Restaurant & Lodging Association	Texas Hotel & Lodging Association
Iowa Lodging Association	Utah Tourism Industry Association
Kansas Restaurant & Hospitality Association	Vermont Chamber of Commerce
Kentucky Travel Industry Association	Virginia Restaurant, Lodging & Travel Association
Louisiana Hotel & Lodging Association	Washington Hospitality Association
Long Beach Hospitality Alliance	West Virginia Hospitality & Travel Association
Maryland Hotel Lodging Association	Wisconsin Hotel & Lodging Association
Massachusetts Lodging Association	Wyoming Restaurant and Lodging Association
Michigan Restaurant & Lodging Association	



Dear Valued Member,

Cleanliness and safety have been at the core of our industry since its beginning. Taking care of our guests and employees well-being is the essence of what we do. The recent Coronavirus pandemic has challenged this sense of well-being as it has impacted our economy, industry, and individual lives. Yet, working together, as one united industry, we can reassure everyone that hotels remain among the safest places for business, leisure, and employment.

Long before the Coronavirus, hotels were dedicated to cleaning at the highest standards. It is in this spirit that the American Hotel and Lodging Association (AHLA) recently launched *Safe Stay* – a commitment to enhanced cleaning measures and safety guidelines that help us meet and exceed the concerns created during the pandemic.

Hotel guests and employees deserve the peace of mind in knowing that our industry is united behind a common set of cleaning and safety practices which can be applied to any and every hotel. *Safe Stay* was created in accordance with guidance issued by public health authorities, including the Centers for Disease Control and Prevention (CDC).

We are proud to have all major U.S. Hotel brands, travel & hospitality associations, along with individual hospitality associations from all 50 states endorse *Safe Stay*. This is truly an historic industry-wide commitment to our top priority – the health and safety of guests and employees.

Sincerely,

**Chip Rogers**

AHLA President & CEO

**Stuart H. Doggett**

Executive Director

Montana Lodging & Hospitality Association

# Employee & Guest Health



## Washing Hands & Hand Sanitizer

[CDC guidelines](#) should govern employee procedures and protocols regarding 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. Added attention should be given to ensure adequate soap products are available in restroom sinks, employee washing stations, and other areas for hand washing. Hand sanitizer dispensers should include [no less than 60% alcohol content](#), where available, and touchless where possible. As available, dispensers should 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 [face coverings](#) are recommended by the CDC and/or other local health authorities, [health and hygiene reminders](#) should 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 coverings.



## Back of the House Signage

Signage that aligns with CDC information, including how to [avoid infection](#) 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 face coverings](#), [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 should be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 should remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 should immediately contact a manager. At a minimum, hotels should 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.

In accordance with CDC guidelines, an [enterprise-level hazard assessment](#) of the workplace should be conducted to identify potential workplace hazards related to COVID-19.

Well-being checks of all employees, including virtual health checks, should be carried out in accordance with [CDC guidelines](#) and/or as required by law. Please refer to [CDC's General Business Frequently Asked Questions](#) for more information on best practices for employee health checks.



## Case Notification

Confirmed cases of COVID-19 should be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#). The confidentiality of guest or employees suspected of being infected of COVID-19 should be protected as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).

# Employee's Responsibilities



## Hand Cleaning

If not wearing protective gloves, all employees should follow CDC guidance regarding handwashing and use of hand sanitizer. Employees should 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.

In accordance with CDC guidelines, employees will use hand sanitizer with at least 60% alcohol and cover all surfaces of the hands and rub them together until they feel dry. Also, housekeeping staff should clean hands or change gloves between cleaning guest rooms. When possible, employees should 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.



## Face Coverings & Other Protective Steps

CDC recommendations along with federal and local government regulations should dictate appropriate use of face covering, glove use, physical distancing and cleaning/disinfecting. These steps, along with appropriate training for use and disposal, should be made available to any employee upon request. Please refer to OSHA for more information.

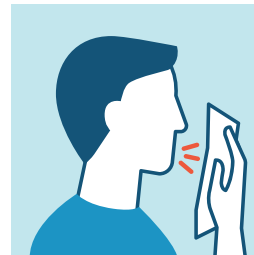
## GENERAL ADVICE



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



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



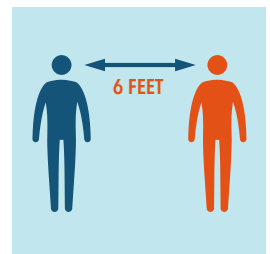
COVER COUGHS AND  
SNEEZES WITH A TISSUE  
OR FLEXED ELBOW,  
DISPOSE TISSUES



DO NOT TOUCH EYES,  
NOSE, MOUTH WITH  
UNWASHED HANDS



DO NOT SHARE  
PERSONAL OBJECTS  
AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE  
FROM OTHERS



# Cleaning & Disinfecting Products and Protocols

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product from EPA's list of approved products that are effective against COVID-19. Cleaning products and protocols should include [EPA-approved disinfectants](#), or alcohol solutions with at least 70% alcohol in accordance with CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. Cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure. Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. For more information, please refer to the CDC guidelines on [disinfecting buildings and facilities](#). Follow the instructions on the label to ensure safe and effective use of the product.



## Public Spaces & Communal Areas

Surfaces frequently touched by multiple people should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use 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 and [shower areas](#), pool seating and surrounding areas, dining surfaces and all seating areas. For more information, please refer to [CDC guidelines on cleaning and disinfecting public spaces](#).



## 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. In accordance with CDC guidelines, Housekeeping staff should wait at least 15 minutes before entering a guest's room for cleaning to allow for adequate time for air exchange following the guest's departure, and will discard all single use items provided by the hotel that were used by the guest during their stay, or left by the guest. If bulk personal care items are used, the cleaning staff should clean and disinfect all high touch surfaces in the room including any bulk toiletry items that may have been used or touched by guests prior to the next occupant.



## Laundry

Linens, towels and laundry should 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. Avoid shaking dirty linens and bag it in the guest room to eliminate excess contact while being transported to the laundry facility.



## Back of the House

Cleaning and disinfecting of all high touch areas should 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.



## Hotel Guest Elevators

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



## Shared Equipment

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

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# Cleaning & Disinfecting Products and Protocols *(continued)*



## Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guestroom should be removed from service and quarantined for at least 24 hours in accordance with [CDC guidelines](#). The guest room should 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 should reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service should be replaced with a no-contact delivery method. Traditional buffet service should be limited, but when offered, it should be served by an attendant wearing cloth face coverings, and utensils should be washed and changed more frequently. Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments) and removal of unused items (i.e. glasses, silverware) on tables before and after guest use. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens should 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 should be the preferred method of food delivery.



## Ventilation & Water System Checks

After a prolonged shutdown, properties should ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space in accordance with [CDC guidelines](#). In addition, assessments of property water systems should be conducted in accordance with the [CDC Guidance for Building Water Systems](#) that provide a step-by-step process for reopening water systems after a prolonged shutdown.



# Physical Distancing

## Physical Distancing & Queuing

As recommended by the [CDC's physical distancing guidelines](#), guests should 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 should 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 physical distancing. Minimize traffic in enclosed spaces, such as elevators and stairwells. [In accordance with CDC guidelines](#), consider limiting the number of individuals in an elevator at one time and designating one directional stairwells, if possible.

## Guest Rooms

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

## Meeting and Convention Spaces

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

## Hotel Front Desk, Concierge, and Parking Services

Front desk agents should practice physical distancing protocols and procedures, which may include utilizing every other workstation to ensure separation between employees whenever applicable and possible, installation of transparent shields or other barriers, and updating floor plans for communal areas to promote physical distancing. 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 should be limited, and disinfecting of contact points will be required.

## Pools and Beaches

Physical distancing, disinfecting and management protocols and processes for pool and beach areas should be conducted in accordance with CDC guidelines on [aquatic venues](#), including public pools, hot tubs and water playgrounds.

## Back of the House

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

*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. While we have taken every precaution to ensure that the content of these guidelines is both current and accurate, errors can occur. AHLA and the AHLA Safe Stay Advisory Council assume no responsibility or liability for any errors or omissions in the content of these guidelines. The information contained in these guidelines is provided on an "as is" basis with no guarantees of completeness, accuracy, usefulness or timeliness and without any warranties of any kind whatsoever, express or implied.

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#### Back to Business Center Now Online

Access AHLA's growing collection of reopening guidance. These resources include best practices for cleaning, new workplace protocols and recovery assessment guidance provided by leading AHLA Premier Partners, Allied Plus and Allied Members. Visit [AHLA.com/Reopen](https://www.ahla.com/Reopen).



For more information about the Safe Stay Program, visit [AHLA.com/SafeStay](https://www.ahla.com/SafeStay)