

# What you need to know: Hotel cleanliness and hygiene programs

October 19, 2020

In an effort to reassure both employees and travelers that they are doing what they can to protect them against COVID-19, hotels are implementing new and improved cleanliness and hygiene processes.

This report summarizes what hotel companies around the world are doing and planning.

While each chain may be taking its own approach to cleanliness and hygiene, organizations like the American Hotel & Lodging Association (AHLA), with its Safe Stay Advisory Council, may help to establish common standards across the industry, baselines that hotels should meet and may choose to exceed.<sup>1</sup>

## Certification programs and industry guidelines

### American Hotel & Lodging Association

AHLA wants to set health and safety best practices and protocols, which hotels should meet or exceed. So far 17 hotel companies have joined the AHLA Council: Accor, Aimbridge Hospitality, Best Western, Choice Hotels, G6 Hospitality, Hilton, Hyatt, IHG, Loews Hotels, Marriott, My Place Hotels, Noble Investment Group, Omni Hotels & Resorts, Red Lion Hotels, Red Roof and Wyndham.

AHLA has now issued new industrywide health and safety protocols. Safe Stay sets minimum standards for hotels to follow, developed by the advisory council and public health experts, supported by recommendations from the U.S. Centers for Disease Control and Prevention (CDC). AHLA will revise these standards as public health recommendations and federal, state and local laws change. While applying to U.S. hotels, Safe Stay may set a benchmark for hotels in other countries.

Safe Stay guidelines include:

- Hand sanitizers in key guest and staff entrances
- Signs reminding of CDC recommendations for wearing, handling and disposal of masks
- Reporting COVID-19 cases
- Staff protocols for hand-cleaning, safety and use of personal protective equipment
- Use of disinfectants
- Frequent cleaning of public and communal spaces
- Enhanced guestroom, linen, towels and laundry cleaning
- No-contact room service, limited buffet service, screened food displays, pre-packaged food
- Social distancing reminders and rearranged furniture in public spaces
- Use technology to reduce direct contact with guests
- Encourage contactless payment
- Limit van and shuttle services

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<sup>1</sup> [Business Travel News](#), April 27, 2020

## Research and Intelligence

In mid-July, as part of the Safe Stay health and safety initiative, the AHLA released five recommendations to help hotel guests travel more safely:<sup>2</sup>

- Wear face coverings in all indoor public spaces and practice social distancing in all common areas
- Choose contactless options where available – online reservations, check-in and payment
- Consider daily room cleaning
- Request contactless room service delivery
- Refrain from traveling with COVID-19 symptoms or diagnosis

### StaySafe Hospitality certification

StaySafe describes itself as the international safety and security risk assurance and certification program, recognized by leading hotel groups and travel companies.<sup>3</sup> In response to COVID-19, StaySafe has developed a number of Infection Prevention & Control IPC (COVID-19) guidance notes, online assessment tools and a certification, which it believes can demonstrate a hotel is safe to welcome guests.

A bespoke online self-assessment enables hotels to benchmark against international best practices in IPC in the hospitality sector. StaySafe also offers a specific IPC assessment and certification for hotels looking for external reassurance that adequate IPC measures are in place.

### Major global chains

#### Accor launches cleanliness and prevention ALLSAFE label

In mid-May, to ensure the safety of guests and employees as hotels reopened, Accor raised its levels of hygiene and cleanliness by launching a cleanliness and prevention label: ALLSAFE.<sup>4</sup> It applies global standards developed with and approved by inspection and certification specialist Bureau Veritas. All Accor hotels must apply the enhanced standards and will be audited either by Accor operational experts or by third-party auditors, such as Bureau Veritas.

As part of ALLSAFE, Accor launched ALL Stay Well, a new wellbeing platform (with its own website) aimed at guests and employees in its properties across North and Central America.<sup>5</sup> While the website implies the scheme applies only to Accor's luxury properties, reference to brands such as Novotel, Ibis and Ibis Styles suggests it may be more widely applied.

At each touchpoint along a guest's journey in the hotel, Accor has introduced measures to protect guests and employees, and to prevent the spread of COVID-19:

#### Arrival and check-in

- Valet parking suspended, glove and masks worn by bell persons, more frequent bell cart cleaning and disinfecting, disinfection of guest hard-case luggage.
- Guests offered hand sanitizer by mask and glove wearing staff member, queues managed for social distancing, health screening of all guests, protective equipment on front desks, low- or no-touch payment, disinfected room keys, welcome letter outlining hygiene changes.

<sup>2</sup> [Business Travel News](#), July 17, 2020

<sup>3</sup> [StaySafe Hospitality](#)

<sup>4</sup> [Group Accor](#), May 15, 2020

<sup>5</sup> [AllStayWell.com](#)

## Research and Intelligence

### Lobby and Public Spaces

- Hand sanitizer stations, more frequent cleaning using EPA-registered chemicals, cleaning time sheets displayed, coffee and water stations replaced with bottled water, rearranged lobby seating, signs reminding of social distancing protocols
- Maximum occupancy reduced in elevators, more frequent cleaning, hand sanitizer in elevator foyers
- Public washrooms feature antibacterial soap, hand sanitizer, hourly high-touch disinfecting, cleaning time sheets displayed

### Guest Rooms

- Avoid assigning connecting rooms to parties not traveling together, wellness kits in each room, tea/coffee maker on request only, removal of minibar, stationery, alarm clock, hotel collateral
- Rooms are "rested" for 48 hours after occupancy followed by cleaning and disinfection, housekeeping every third day and daily wellness checks, personal protective equipment worn by staff and changed after each room is cleaned, disinfection of all touchpoints.

### Dining

- Diners screened and offered hand sanitizer and mask before entering restaurant, tables physically distanced, pouch to place masks during dining, disposable or disinfected menus, disinfection of all touchpoints on table between diners, increased frequency of cleaning and disinfection.
- Contactless drop-off and pick-up for in-room dining delivered by staff member wearing mask and gloves, shift to disposable condiments, removal of tray accessories (vase of flowers), trays disinfected between each use.

### Concierge

- Distance maintained during all interactions (possibly aided by plexiglass screens), digital confirmation and communication, disinfection or quarantining of baggage.

### Amenities

- Business centers - hand sanitizers, physical distancing, disinfection between each use, more frequent cleaning.
- Wellness facilities - staff wear masks and gloves, physical distancing, equipment disinfected after each use, hand sanitizers, more frequent cleaning, fitness center use requires reservation, revised menu of spa services, mandatory screening of spa clients, lockers, showers and treatment rooms, etc. disinfected after each use.
- Meetings - attendees greeted by mask/glove wearing member of staff offering hand sanitizer and mask, physical distancing of event facilities, food and beverages served in individual servings, no buffets, hand sanitizing and disinfection.

### Checkout and departure

- Contactless check-out, key drop, email invoice.

Working in partnership with global insurance company AXA, from July 2020, guests at Accor's 5,000 hotels worldwide enjoyed free access to AXA's medical tele-consultations.<sup>6</sup>

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<sup>6</sup> [Group Accor](#), May 15, 2020

Following moves by other major hotel companies, from mid-August Accor required all guests and visitors to its properties across North and Central America to wear face coverings in all indoor public spaces.<sup>7</sup> The hotels provide masks for guests who do not have one.

### Best Western launches We Care Clean

Best Western initially responded to COVID-19 with upgraded cleaning and a move to hands-free check-in using its mobile concierge and texting. It also removed room amenities – decorative pillows, laundry bags, amenity trays, pens and notepads. At breakfast there are more pre-packaged options and fewer bulk dispensers.

On April 30, the company announced a more stringent program based on guidance from the U.S. Centers for Disease Control and Prevention, the Occupational Safety and Health Administration, the Environmental Protection Agency, and Health Canada.<sup>8</sup>

We Care Clean expands upon the I Care Clean program Best Western launched in 2012. New protocols include upgraded sanitization measures, including staff waiting 24-72 hours to enter guestrooms after checkout-out; minimizing guest and employee contact through streamlined check-in/out; social distancing measures; wellness best practices; and removal of all brochures, magazines and papers. Sanitizing stations or wipes will be available throughout hotels. Unnecessary items will continue to be removed from guestrooms. Breakfast offerings have now been enhanced with “Grab & Go” and pre-plated food and beverage options. Public amenities – fitness centers, swimming pools and meeting rooms – will be more intensively cleaned and monitored.

Best Western will update the program regularly, based on the latest standards and recommendations by government agencies and industry groups.

### Choice Hotels’ Commitment to Clean

Choice Hotels has made guest health and safety a priority at its independently-owned and operated franchised hotels. To this end, it has:<sup>9</sup>

- Shared enhanced cleaning, sanitation and disinfecting protocols with hotel owners. Training is available from cleaning supplies vendors
- Changed its food and beverage service, increasing pre-packaged offerings
- Activated response teams offering round-the-clock guidance and support to hotels
- Committed to providing hotels with the latest information and training from supplies and health authorities
- Advised guests that services and amenities on offer may change in accordance with local conditions

On May 4, Choice Hotels formalized its approach to cleanliness and hygiene by launching its Commitment to Clean initiative, creating a holistic approach to give franchises and employees the tools to achieve superior levels of cleanliness, and address health and safety concerns associated with the COVID-19 pandemic.<sup>10</sup> The initiative relies on guidance from Ecolab, the U.S. Centers for Disease Control

<sup>7</sup> [Business Travel News](#), August 17, 2020

<sup>8</sup> [Business Travel News](#), April 30, 2020

<sup>9</sup> [Choice Hotels](#)

<sup>10</sup> [Choice Hotels](#), May 4, 2020

## Research and Intelligence

and Prevention (CDC), the World Health Organization and Choice's participation in the AHLA Safe Stay Advisory Council.

Choice Hotels will introduce new and improved protocols, products and communications to promote health and safety:

- Enhanced cleaning for high-traffic areas such as the front desk, fitness centers and pools, as well as other high-touch surfaces throughout the hotel, using hospital-grade disinfectant approved by the U.S. Environmental Protection Agency
- Furniture arrangements to encourage social distancing
- Housekeeping "on-demand," allowing guests to request extra toiletries, towels, linen or coffee without housekeeping entering the room
- Changes in breakfast offerings, with buffet replaced with pre-packaged items
- Plexiglass screens at front desks and keydrop upon departure.
- "Clean seals" on certain high-touch items in guest rooms to provide reassurance
- Personal protective equipment for hotel staff, including masks and gloves
- Hand sanitizing stations in high-traffic areas, such as the front desk, breakfast area, elevator lobbies and fitness center
- Signs outlining social distancing and personal sanitation guidelines and the importance of surface cleaning
- Communications from front desk staff to guests about precautions taken for their safety and comfort, and reminders about additional safeguards available

In early August, Choice Hotels announced it was following other major hotel companies in requiring guests to wear face coverings in indoor public spaces.<sup>11</sup>

### Hilton

Hilton collaborated with Reckitt Benckiser, maker of Lysol and Dettol cleaning products, on a new hotel sanitization program for its global portfolio.<sup>12</sup> The Hilton CleanStay with Lysol Protection program also includes advice from the Mayo Clinic's Infection Prevention and Control team. Hilton launched new cleaning and disinfection protocols in June 2020.

The CleanStay program includes brand standards for a Hilton CleanStay room seal, extra disinfection for 10 high-touch areas (light switches, door handles, TV remotes), removing stationery, digitalizing guest directories, extra cleaning and social distancing in gym facilities, increased cleaning of public areas, disinfectant wipes in high-traffic areas, contactless check-in (at participating hotels) and new disinfection technologies, such as electrostatic sprays and ultraviolet light.

### Guest rooms

- After being vacated, rooms are fully cleaned, with all surfaces wiped down with hospital-grade products
- Room surfaces – switches, electronic controls, handles and knobs, major bathroom surfaces, remote controls – are disinfected using Lysol, Dettol, Sagrotan or Napisan products
- Housekeeping inspector verifies room meets CleanStay standards and places a seal over the door
- Guests can check in, choose a room and gain contactless access using Digital Key

<sup>11</sup> [Business Travel News](#), August 6, 2020

<sup>12</sup> [Business Travel News](#), April 27, 2020

### **Public areas and amenities**

- Disinfecting stations with wipes and hand sanitizer are located throughout hotels
- Public and staff areas are cleaned at scheduled intervals, with high-touch areas cleaned hourly
- In accordance with CDC and WHO guidelines, Hilton requires guests to wear face coverings in all indoor public areas in all of its hotels throughout the U.S., the Caribbean and Latin America.<sup>13</sup>
- During a stay, guests can visit the hotel website or call the front desk for an update on the availability of amenities and services

### **Food and beverages**

- Tables and chairs in restaurants are spaced to promote physical distancing
- Hygiene standards in restaurants have been increased
- Biodegradable, disposable dishware and flatware are available on request
- Grab & Go, pre-plated and individually portioned options may be offered as an alternative to buffets
- Where in-room dining is provided, delivery will be contactless

### **Hyatt**

Hyatt has made a new sanitization and safety promise to enhance employee and guest “safety and peace of mind.”<sup>14</sup> Under its new program – Global Care & Cleanliness Commitment – Hyatt is from May introducing the Global Bio-risk Advisory Council (GBAC) STAR accreditation process for its more than 900 hotels around the world.

GBAC is a division of ISSA, the global cleaning industry association. GBAC STAR is a cleaning, disinfection and infectious disease prevention program.

By September, Hyatt will have at least one person at each hotel trained as a hygiene manager. They will ensure the hotel sticks to new operational guidance and protocols currently under development. These may include staff certification and training, more frequent cleaning with hospital-grade disinfectant, enhanced food safety, hand sanitizer stations, enhanced air quality, personal protective equipment for employees, and social distancing guidance in public areas.

From July 27, Hyatt required guests to wear face masks within indoor public areas of its U.S. and Canadian hotels.<sup>15</sup> It responded to the release of AHLA’s new Safe Stay guest checklist. The requirement includes meeting and event spaces, restaurants and bars, and fitness centers. People with medical conditions, eating in restaurants and children under the age of two years are largely exempt. Hyatt will provide masks to guests without one.

### **IHG**

IHG launched the IHG Way of Clean program in 2015, developed in partnership with hygiene and technology companies Ecolab and Diversey.<sup>16</sup> It has since expanded this program with additional COVID-19 protocols and best practices to reflect advice from World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), European Centre for Disease Prevention and Control, and relevant local authorities around the world.

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<sup>13</sup> [Hilton](#), Committed to You

<sup>14</sup> [Business Travel News](#), April 29, 2020

<sup>15</sup> [Business Travel News](#), July 21, 2020

<sup>16</sup> [IHG](#), Way of Clean

IHG Way of Clean includes deep cleaning with hospital-grade disinfectants. Other measures are:

**At reception**

- Reduced contact at check-in
- Touchless transactions
- Sanitizer stations
- Sanitized keycards
- Paperless check-out

**Public spaces and facilities**

- Extra deep cleaning of high touch surfaces
- Social distancing
- Guidance to implement “last cleaned” charts
- Best practices for pools, fitness centers and lounges

**Guest rooms**

- Fewer in-room furnishings and high-touch items
- New laundry protocols
- Use of electrostatic technology (at select hotels)
- In-room IHG Clean Promise cards with cleaning procedures

**Food and beverages**

- New standards and service approach to buffets, banquets, room-service and catering

**Wellbeing of guests and staff**

- Working with Cleveland Clinic on guidance and resources to enhance guest confidence and trust in cleanliness, hygiene and safety practices
- Cleanliness information in hotels and on IHG’s booking channels
- Social distancing operating procedures and signage
- Guidance on use of personal protective equipment
- Updated staff training and certification
- Guest amenity cleaning kits available
- Sanitizer stations at high-touchpoints throughout hotels

On June 1, 2020, IHG made the IHG Clean Promise to reassure guests that:

*Good isn’t good enough – we’re committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn’t what you find when you check-in then we promise to make it right.*

From July 27, IHG required guests to wear face masks within indoor public areas of all IHG-branded hotels in the Americas – properties in Canada, Mexico, the U.S., Caribbean and Latin America. <sup>17</sup> This is part of its response to the release of AHHA’s new Safe Stay guest checklist.

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<sup>17</sup> [Business Travel News](#), July 21, 2020

### Marriott

Launched in April, the Marriott Global Cleanliness Council will develop new hospitality standards to minimize risk and enhance safety for staff and guests.<sup>18</sup> It's seeking internal contributions from experts in housekeeping, engineering, food safety, occupational health and employee well-being. Outside experts are providing advice on food safety, public health and infectious diseases.

In the coming months, Marriott is introducing new sanitation technologies, including electrostatic sprayers using disinfectants recommended by the U.S. Centers for Disease Control and Prevention and the World Health Organization. This will enhance the cleaning of guest rooms, lobbies, gyms and other public areas. Marriott is also testing the use of ultraviolet light to sanitize guest keys and employee devices. It's already using hospital-grade disinfectant for more-frequent cleaning and placing disinfecting wipes in guest rooms.

Marriott is installing signage to remind guests about social distancing and removing furniture in communal areas. It also offers contactless options for check-in/out, room access, requests and room service. Marriott may add partitions at front desks and will provide employees with masks and gloves.

In response to an AHLA Safe Stay Guest Checklist announcement, Marriott required all guests to wear a face mask in its hotels' public spaces from July 27.<sup>19</sup> Guests will receive pre-arrival reminders. Marriott will review the policy based on advice from medical experts. It has also made it a brand standard that all associates wear face masks.

### Radisson Hotel Group

Radisson informed all hotels about essential preparatory and prevention measures.<sup>20</sup> These include hygiene measures, such as increased cleaning and sanitizing frequency, and guidelines on handling suspected or confirmed cases of COVID-19 or quarantine lockdowns. These are adjusted in line with recommendations and guidelines issued by local governments and health authorities. At some hotels, guests are warned to expect some disruption to food service, pools, fitness centers and other amenities.

In May 2020, Radisson announced the Radisson Hotels Safety Protocol, a new program of in-depth cleanliness and disinfection procedures, developed in partnership with SGS, an inspection, verification, testing and certification company.<sup>21</sup> The protocols will be adjusted based on local requirements and recommendations.

Guidelines include hand sanitizing stations at all entrances, the use of personal protective equipment and screens, enhanced and more frequent disinfection and cleaning, social distancing in all areas, staff training and reiteration of food safety standards.

Radisson planned to introduce an official label of cleanliness and disinfection issued by SGS, confirmed through a centralized validation process. Individual hotels can receive an approval label after completing a comprehensive local audit.

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<sup>18</sup> [Business Travel News](#), April 21, 2020

<sup>19</sup> [Hotels Mag](#), July 21, 2020

<sup>20</sup> [Radisson Hotels](#), April 20, 2020

<sup>21</sup> [Hotel Management](#), May 6, 2020

To protect the health and safety of guests, employees and visitors, everyone must wear a face covering in indoor public areas in all Radisson hotels through the U.S., Canada and Latin America. Children under the age of two years and people with certain conditions are exempt from this requirement.<sup>22</sup>

### Wyndham

Wyndham has provided all hotels in its global network with guidelines and information from organizations, including the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC), detailing how to identify COVID-19 symptoms and how to mitigate its transmission<sup>23</sup>. Wyndham has also partnered with third parties, such as hygiene technology company Ecolab, so that all hotels can access cleaning and disinfecting supplies. It's also offering training to help hotels achieve the highest standards of cleanliness, disinfection and hygiene.

Health and safety is also a cornerstone of Count on Us, a long-term initiative launched by Wyndham to build guest confidence.<sup>24</sup> Rolling out in the coming weeks, health and hygiene initiatives across Wyndham's U.S. hotels include:

- Enhanced cleaning and disinfection of guestrooms and public spaces using Ecolab's EPA-approved disinfectants to deliver a consistent cleaning experience nationwide.
- Easy access to COVID-19 health essentials with critical products delivered to U.S. hotels within the next 30 days. Items will include face masks for staff and hand sanitizers and disinfectant wipes for guests.
- Delivering on the AHLA's Safe Stay commitments to deliver best practices and guidelines on hotel cleaning, social interactions and workplace protocols.
- A visible commitment to ensure guests and hotel staff can physically see cleanliness and sanitization efforts and trust in their impact.

Aligning with the AHLA's guest checklist, from August 10, Wyndham required guests to wear face coverings in all indoor public spaces at its hotels in Canada and the U.S.<sup>25</sup> Guests are advised of the new policy ahead of arrival, with signage reminders at all hotels. While it hopes guests will bring their own masks, Wyndham is encouraging hotels to have some available or be able to direct guests to where they can acquire them. Hotels reserve the right to refuse service to guests who do not comply with this policy.

Following an update released on September 24, 2020, Wyndham's mobile app offers contactless check-in and check-out, initially for 300 hotels in the U.S. The feature will be available in more than 6,000 hotels worldwide by the end of 2020. Wyndham also plans to enable a traveler's mobile as a room key at select resorts, rolling the feature out to more hotels over the next 12 months.<sup>26</sup>

### Other global chains

#### Banyan Tree

Banyan Tree Group is committed to providing a Safe Sanctuary for both guests and staff across its properties in Africa, Asia, Europe and Latin America. Partnering with Bureau Veritas, it has developed a proprietary label and set of protocols used to launch the SafeSanctuary Program, an integrated health

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<sup>22</sup> [Radisson](#), Health & Safety

<sup>23</sup> [Hospitality Net](#), April 14, 2020

<sup>24</sup> [Hotel Management](#), May 4, 2020

<sup>25</sup> [Business Travel News](#), July 29, 2020

<sup>26</sup> [Business Travel News](#), September 24, 2020

## Research and Intelligence

and wellbeing initiative, which it launched in June 2020 and is progressively rolling out across all properties.<sup>27</sup> The program includes more than 40 protocols to Protect (keeping staff and guests safe and healthy), Provide (give guests a safe environment) and Prevent (maintain enhanced hygiene and safety standards to prevent infections). Individual hotels may also make specific adjustments to the program in accordance with local rules.

### Protective assurance protocols<sup>28</sup>

- On arrival, guests must provide detail of their travel history and have their temperature checked
- Contactless check-in, check-out and payments are available at most hotels
- Guests receive hand sanitizer and face masks in a welcome pack
- Hand sanitizer stations are located throughout hotels
- Social distancing measures have been introduced in public areas, restaurants and recreation facilities
- Recreation facilities should be pre-booked or used virtually with some hotels offering digital classes
- All public areas and back-of-house areas are sanitized on an hourly basis, with attention given to high-flow and high-contact points
- Food & beverage service adjusted with a la carte or in-room service with contactless delivery offered
- Restaurant tables are only set up once guests are seated, to avoid contamination
- Cloth towels/napkins have been replaced with disposable wipes or paper napkins
- All rooms are deep cleaned and disinfected with virus-specific protocols, with extra attention given to high-touch areas

### Providing safe guest journeys

- Going contactless as much as possible
- Digital options replace in-room directories and restaurant menus
- Sanctuary Sleep Experience provides an enhanced turn-down service
- Personal health and fitness classes etc. may be conducted in-room or online via Zoom

### Preventing through continuous monitoring and training

- Each hotel has a designated Hygiene Manager to oversee the implementation of safety and hygiene protocols and monitor latest updates from local health authorities
- All staff have their temperatures checked daily
- Staff receive ongoing training by medical practitioners on COVID-19 awareness and overall health, safety and knowledge

Bureau Veritas will perform independent inspections and certifications for all Banyan Tree properties.

### Four Seasons

Four Seasons Hotels and Resorts is working with Johns Hopkins Medicine International (JHMI) to validate its new global health and safety program, Lead with Care.<sup>29</sup> The two organizations have set up a COVID-19 Advisory Board to ensure health and safety decisions and procedures are based on the latest scientific knowledge. JHMI will also provide ongoing, real-time guidance as the COVID-19 situation evolves. This includes a joint response team on hand to provide guidance to hotels facing COVID-19 situations.

<sup>27</sup> [Banyan Tree Group](#), Travel Advisory

<sup>28</sup> [Banyan Tree Hotels & Resorts](#), Safe Sanctuary Programme

<sup>29</sup> [Hotel Management](#), May 14, 2020

## Research and Intelligence

Lead with Care is built on the principles of care, trust and service and it will be implemented at Four Seasons hotels worldwide. The program includes:

### Enhanced cleanliness

- Hygiene officer appointed at each hotel to implement enhanced cleaning
- Rooms disinfected daily with U.S. Environmental Protection Agency-approved products, followed by blacklight inspection by room attendants
- Retraining of housekeeping teams on all cleaning protocols
- Hourly cleaning of public areas with extra attention to frequented areas – front desk counters and public restrooms
- Introduction of electrostatic spraying, air purification and UV technology for HVAC systems

### Heightened guest safety and comfort

- Lead with Care kits in each guestroom providing masks, hand sanitizer and wipes, with additional masks supplied on demand
- Social distancing embedded in all guest services: contactless check-in and housekeeping, appropriately spaced fitness equipment, modified spa menu and services
- A la carte restaurant service with digital menus whenever possible
- In room dining with contactless delivery
- Investment in Four Seasons App and Chat providing guests with real-time, contactless interactions.

### Empowered employees

- Training to ensure employees deliver Lead with Care procedures in a manner that balances guest safety with personal reassurance and comfort.
- Training to enable employees to follow health and safety protocols with confidence
- Ensure all employees understand the disease and its transmission, and have guidance on social distancing and the use of protective equipment
- Training to ensure staff continue to deliver personalized care in the absence of close contact (with guests) and limited face-to-face contact

## Kempinski

Luxury chain Kempinski Hotels has introduced “white glove service” to boost confidence post-COVID-19.<sup>30</sup> As hotels reopen, they will adopt this new service standard to ensure they align with regional health and safety regulations as they evolve. A 50-page document advises staff to carry gloves during all guest interactions and details compliance with government regulations on masks. Kempinski is also introducing masks and hand sanitizer as guestroom amenities. All furniture in public areas has been rearranged to adhere to social distancing rules.

## Melia Hotels International

To enable it to gradually reopen its hotels, Melia Hotels International has worked with certification organization Bureau Veritas to ensure it complies with the most rigorous health and safety standards. In addition to certification, Melia has also worked with relevant organizations and health authorities in Spain to prepare a COVID-19 guide for hotels to be applied across its global portfolio of hotels.

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<sup>30</sup> [Breaking Travel News](#), April 30, 2020

Melia has developed the Stay Safe with Melia program, detailing protocols and measures to optimize hygiene and disinfection. The program also includes the appointment in each hotel of a staff member responsible for guest emotional wellbeing and verifying compliance with processes designed to prevent the spread of COVID-19.

Specific features of the program include:

- A post-COVID-19 cleaning and disinfection plan endorsed by Diversey
- Recommendations on occupational health as hotel employees return to work
- Innovation and technology to minimize physical contact between guests and staff and guarantee the safety of facilities
- A global post-COVID-19 operations guide
- Brand standards adapted to avoid the risks of infection in processes associated with food and beverages, the in-room experience, wellness, entertainment, etc.
- A technical facilities and maintenance guide post-COVID-19

### The Peninsula Hotels

This small global chain operates a collection of nine luxury hotels in six countries in Asia, Europe and North America. As a Hong Kong-headquartered company, The Peninsula Hotels believes its experience from the 2003 SARS crisis places it at an advantage when developing its COVID-19 hygiene and safety protocols.<sup>31</sup>

#### What guests will experience

- Seamless check-in and check-out with reduced contact
- Employees wearing face masks
- Digital access to in-room directories and restaurant and spa menus using a dedicated URL and QR code
- PenChat, a dedicated 24-hour private messaging service dealing with guest requests contactlessly
- Limits on guest numbers using fitness centers and spas
- Fitness and spa equipment sanitized after each use
- 24-7 on-call house doctor
- Spacing of tables and seating for groups and events, restaurants, bars
- Body temperature screening of all guests and employees when entering the hotel
- New in-room amenities, including face masks, hand sanitizer and alcohol wipes
- Security seal applied to in-room items, such as glassware and minibar, confirming sanitization

#### What guests might not notice

- A dedicated Hygiene Manager at each hotel, ensuring high hygiene standards are met in guest rooms, public spaces, restaurants and bars, spas, fitness centers, limo fleet, back-of-house
- Increased frequency of cleaning air filters and air conditioning units
- Dedicated housekeeping teams following regimented cleaning processes
- Increased sanitizing of frequently touched surfaces in public areas and guest rooms
- Trialing of new cleaning technologies, such as Premium Purity and Germagic, disinfectants able to decompose bacteria, viruses and airborne mold spores

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<sup>31</sup> [The Peninsula Hotels](#), COVID-10 hygiene and safety protocols

### Preferred Hotels and Resorts

As a collection of independent hotels, Preferred Hotels and Resorts appears not to have introduced a chainwide approach to measures addressing COVID-19 hygiene and cleanliness issues. As the portfolio includes a number of established chains, including Banyan Tree, Fullerton Hotels, Leela Hotels, Wanda Hotels & Resorts, travelers may need to refer to each company's website to find out more about its approach to COVID-19. Where a stay with an independent hotel is being considered, more research may be required, particularly if the hotel does not maintain its own website.

### Shangri-La Hotels

Hotels across the Shangri-La Hotels & Resorts, Kerry Hotels, Traders Hotels and Hotel Jen brands are following health and hygiene guidelines issued by the World Health Organization (WHO) and local health agencies. To minimize the spread of COVID-19 and safeguard the health of guests and employees, hotels are taking a number of precautionary measures:<sup>32</sup>

#### Arriving at the hotel

- Limousines used for airport transfers are thoroughly sanitized before and after each use
- Sanitizing disinfectant floor mats placed at hotel entrances
- Temperature screening of guests at all key entry points, with sanitizers at guest contact points
- Guests must fill in health and travel declaration forms and provide contact details
- Guests will be asked to wear face masks before entering the hotel
- Floor markers remind guests to maintain their distance
- Check-in desks feature transparent partitions, with countertops and equipment thoroughly sanitized
- Arriving luggage and parcels are disinfected

#### Guest rooms

- A Shangri-La cares cleanliness assurance seal is applied once room is thoroughly cleaned after being vacated
- Staff follow a 12-point room cleaning regime using hospital grade disinfectant for frequently touched surfaces
- Rooms only cleaned if guest is absent
- Self-care pack comprising a face mask, hand sanitizer and antibacterial wipes is provided in every room
- New cleaning technologies, such as ultraviolet light and electrostatic spraying, will be used
- Used linen placed in double-lined sealed bags and laundered at high temperatures

#### Public spaces

- Only four people may use the lift/elevator at a time
- Hand sanitizer dispensers available in key guest areas
- Furniture spaced out and marked to ensure safe distancing
- Increased cleaning and sanitizing - at least hourly - for frequently touched surfaces, such as lift buttons and public toilets

#### Recreation facilities

- Shorter opening hours to allow for deeper cleaning
- Regular cleaning and disinfection of facilities and gym equipment

<sup>32</sup> [Shangri-La Group](#)

## Research and Intelligence

- Capacity may be reduced; some gym equipment may be left unoccupied for distancing; gym usage times may be allocated
- Mandatory temperature screening before entry

### Restaurants

- Seating capacity capped at 50%, with table reservations recommended
- Tables arranged to ensure 1 to 1.5 meters between dining parties
- Local government regulations may limit dining group sizes
- Digital menus and contactless payment
- Partitions installed at reservation and greeting counters
- Wet wipes and envelope to store face masks during eating are provided
- Modified table service to reduce risks of cross-contamination

### Staff

- Staff wear face masks and are equipped with other personal protective equipment
- Staff have been trained in new and enhanced safety and sanitization protocols
- Staff are subject to mandatory temperature screenings

### Small Luxury Hotels of the World

The safety and wellbeing of guests and hotel staff is a top priority for Small Luxury Hotels of the World (SLH). Its *Stay Small, Stay Safe* initiative offers enhanced health and detailed safety guidelines for all 520 independent hotels in its network across 90 countries.<sup>33</sup> Averaging just 50 rooms, properties in the SLH portfolio can offer secluded, discrete options with the highest safety standards. Properties of this size allow guests the space to feel sociable yet safe.

SLH has updated its Quality Assurance Policy so that its 700-point Mystery Inspection program includes an additional 136 checkpoints related to health, safety and cleanliness standards.<sup>34</sup>

A *stay Small, Stay Safe* section on SLH's website provides updates on border openings, quarantine restrictions, advice from the World Health Organization and general COVID-19 information for travelers (from IATA).

To safeguard the standards set out in *Stay Small, Stay Safe*, in July 2020, SLH partnered with the Global Biorisk Advisory Council (GBAC) for all of its hotels to pursue the GBAC STAR accreditation, providing third party validation of hotel efforts to elevate cleaning protocols, disinfection techniques and work practices. GBAC, a division of ISSA (global trade association for the cleaning industry), brings together experts in the field of microbial-pathogenic threat analysis, mitigation response and recovery.

To achieve accreditation, a hotel must demonstrate compliance with 20 core elements of GBAC's prevention, response and recovery program.<sup>35</sup> These range from standard operating procedures and risk assessment strategies to personal protective equipment (PPE) and emergency preparedness and response measures. By mid-September, Rockliffe Hall in the U.K. had become the first hotel to secure accreditation from GBAC. It was recognized for implementing the "most stringent" protocols for cleaning, disinfection and infectious disease prevention across all its facilities.

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<sup>33</sup> [SLH](#), *Stay Small, Stay Safe*

<sup>34</sup> [Hospitality.net](#), July 9, 2020

<sup>35</sup> [HotelOwner](#), September 14, 2020

To see if a hotel has been accredited by GBAC, its status can be checked on the GBAC website.<sup>36</sup> GBAC will soon launch a facility directory, enabling a global search of all accredited and committed facilities.

As the SLH portfolio is a collection of independent hotels, each property must be individually explored to establish the specific COVID-19 measures it has taken. For example, the Naumi Hotel Singapore has taken measures to secure SG Clean certification from the Singapore Government, and this information can be established on the SLH website.<sup>37</sup> For other hotels, such as the WestHouse Hotel in New York City (randomly selected from the SLH website), guests must instead visit the hotel's own website to find out the detail of its COVID-19 measures.<sup>38</sup>

## Regional chains

### Anantara

Anantara, which operates a portfolio of 41 hotels across Asia, the Middle East, Africa and Europe, is implementing new health and hygiene measures to reassure travelers.<sup>39</sup> A Health & Safety committee made up of senior executives and industry experts is developing the "Stay with Peace of Mind" program, building on existing health and safety measures.

Every Anantara property will have a "Guest Guardian," who is responsible for ensuring hotels comply with guidelines based on advice from organizations like hygiene companies Ecolab and Diversey. All hotels will continue to comply with local government and World Health Organization guidelines on health and safety.

All hotels are implementing enhanced levels of sanitation, using Environmental Protection Agency-approved disinfectants in public areas, fitness centers and pools, and in guestrooms. Enhanced hygiene measures will include use of electrostatic spray technology, hand sanitizers and hotel key card disinfection.

Hotels will also ensure social distancing is adopted during fitness and wellness activities, when dining and shopping within the hotel.

Anantara is also working with Siam Ocean Technology to introduce heating, ventilation and air conditioning (HVAC) with high performance air filtration.

### Ascott

Serviced residence and hotel company Ascott has underlined its commitment to maintaining high levels of hygiene and cleanliness and social distancing by launching Ascott Cares.<sup>40</sup> The new standards apply globally to Ascott properties operating under the Ascott The Residence, The Crest Collection, Somerset, Citadines, Citadines Connect and lyf brands.

The protocols, which comply with WHO standards, are being progressively rolled out from June 2020. Ascott Cares includes nine commitments to enhanced cleanliness and safety:

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<sup>36</sup> [GBAC](#), GBAC STAR facilities

<sup>37</sup> [SLH](#), Naumi Hotel Singapore

<sup>38</sup> [WestHouse Hotel New York](#), Health and Safety Communication

<sup>39</sup> [Luxury Travel Advisor](#), April 23, 2020

<sup>40</sup> [Ascott Cares](#)

- Hygiene and sanitization of all staff
- Additional protocols to keep guests safe
- Physical distancing to reduce person-to-person contact
- Enhanced housekeeping cleaning standards
- Implementation of preventive amenities
- Enhanced food and beverage program
- Enhanced rules and regulations covering shared facilities
- Accelerated implementation of contactless check-in and payment
- Enhanced protocols for suppliers

### Barcelo Hotels

The 36 hotels that Barcelo Hotel Group operates in seven Central American countries have joined the Post COVID-19 Program of Cristal International Standards, an international health, safety and risk control consultancy.<sup>41</sup> Hotels in Mexico, the Dominican Republic, Costa Rica, Nicaragua, El Salvador, Guatemala and Aruba are implementing the Prevention of the Spread of Infections (POSI-Check) protocols, created by Cristal to help hotels manage the prevention of the spread of infections.

Hotels are certified via training sessions, bi-monthly audits and testing on key surfaces in common public areas such as toilets, dining rooms, reception desks, elevators and leisure facilities.

### Far East Hospitality

Far East Hospitality operates hotels in Singapore, Malaysia, Australia and New Zealand across brands that include Adina, Far East Collection, Oasia, Quincy and Village. All of Far East Hospitality's hotels in Singapore have been certified with the SG Clean quality mark by Singapore's National Environment Agency. This reflects the stringent sanitization and hygiene measures the chain has taken and its commitment towards a cleaner and safer environment for guests and staff. Hygiene ambassadors at each hotel ensure safety measures are implemented and staff are trained about the latest processes and guidance.<sup>42</sup>

### Arrival

- All guests must use the Singapore Government's SafeEntry national digital check-in app. It logs the names, identification and mobile numbers of individuals to facilitate contact tracing. It is mandatory for all guests to scan SafeEntry at hotel entry and exits
- Thermal scanners or standard temperature screening thermometers take guest temperatures at entrances

### Check-in and check-out

- Floor marking ensure safe distancing
- Check-in/-out processes have been reconfigured to limit time spent and exposure at reception
- Staggered check-in/-out timings to avoid overcrowding in the lobby
- Cashless payment and QR code ordering systems enhance guest experience and safety
- Reception counters are cleaned and sanitized frequently
- Room key cards and pens are sanitized after each use
- Hand sanitizer is available at check-in
- Face masks are available to purchase at reception

<sup>41</sup> [Travel Agent Central](#), June 10, 2020

<sup>42</sup> [Far East Hospitality](#), COVID-19 Customer Care Centre

## Research and Intelligence

- Staff wear face masks and adopt appropriate hygiene protocols

### Public areas

- Increased cleaning and sanitization of lifts/elevators and public restrooms
- Premium grade cleaning agents used on lift buttons and the exterior and interior of lifts
- Floor markers ensure social distancing
- Capacity limits have been introduced in gyms
- Selected gym equipment is available in rooms on request
- Increased frequency of cleaning and sanitization of gym equipment, with antibacterial wipes or hand sanitizer available for guests

### Guest rooms

- Each room is cleaned by staff wearing personal protective equipment, then checked and signed off by the Housekeeper, with a checklist card left in the guest room
- Premium grade cleaning agents are used, with attention given to high-touch items such as door handles, light switches, air conditioning control units and TV remote controls
- Unnecessary high touch point items, such as cushions, magazines and mini bars, have been removed from guest rooms
- All hard surfaces are sprayed with a disinfectant
- Toilets/bathrooms are thoroughly disinfected
- Single-use amenities are provided in every room
- Guests can opt for reduced housekeeping
- Linen is laundered at 70 degrees Celsius

### Meeting rooms

- Spaces and equipment are disinfected and sanitized after each event
- Air filter replacement and Air Handling Unit (AHU) cleaning is more frequent
- Primary elevator lobbies are staffed during peak periods to provide assistance and sanitization
- Hand sanitizer, disinfecting wipes, gloves and surgical masks are available on request
- Meeting rooms comply with safe distancing guidelines and are equipped with teleconference facilities.
- Seats are set one meter apart when set theater style, with banquet table capacities reduced
- Safe distancing reminders and information on venue cleanliness are displayed across venues

### Food and beverage

- Breakfast is boxed or a la carte
- In-room dining is available
- Staff wear personal protective equipment
- Food trays are cleaned and sanitized
- Physical distancing is enforced at dine-in restaurants
- Use of individually wrapped condiments reduces contamination
- Juice dispensers minimize contact on beverage containers

### G6 Hospitality

G6 Hospitality, parent of Motel 6 and Studio 6, has launched Clean@6, a cleanliness initiative for its 1,400 hotels across Canada and the U.S.<sup>43</sup> It builds on the industry standards set by the American Hotel & Lodging Association (AHLA) in its Safe Stay guidelines.

Elements of the initiative include more frequent cleaning of public areas, hand sanitizer stations, social distancing, transparent hygiene guards at check-in, increased communication on COVID-19 best practices, employee training, and staff use of masks and disposable gloves when in the hotel. Hotel staff are not allowed to enter any occupied room.

G6 Hospitality has partnered with Corporate Medical Advisors, a subsidiary of International SOS, to review and provide ongoing guidance on its COVID-19 operating protocols. It's also working with Diversey to supply U.S. Environmental Protection Agency-registered disinfectants.

### Indian Hotels Company Limited

Indian Hotels Company Limited (IHCL), South Asia's largest hospitality company, and owner of the Taj, Vivanta, SeleQtions and Ginger brands, is adopting enhanced precautionary measures to give guests greater confidence during their stay.<sup>44</sup>

IHCL's heightened hygiene standards comply with guidelines published by the WHO, Food Safety and Standards Authority of India and the government of India. Hygiene enhancements include:

- Mandatory temperature checks for all guests
- Digital check-in and checkout where possible
- Frequent cleaning of common and high-touch areas
- Fewer dining tables with all self-service buffets suspended
- Digital or single-use menus
- Staff trained on social distancing and latest precautionary hygiene and safety guidelines
- Personal protective equipment issued to all staff; work areas regularly disinfected

### Loews Hotels

Loews Hotels has introduced enhanced safety and cleanliness protocols across its 26 properties.<sup>45</sup> As a member of AHLA's Safe Stay advisory council, these are similar to measures introduced by other chains. Loews cleans more frequently using U.S. Environmental Protection Agency-approved products from Ecolab.

On arrival, all guests are asked to wear a face covering/mask before entering the hotel. Both staff and guests must wear face masks in hotel lobbies and in other indoor public areas. Staff may also wear gloves if appropriate. Distance markers have been added to promote social distancing throughout the hotel. Check-in counters are protected by plexiglass shields. Hand sanitizer stations have been added to high-traffic guest areas, the number of passengers using elevators at any one time has been limited, and room

<sup>43</sup> [Business Travel News](#), May 8, 2020

<sup>44</sup> [Travel Agent Central](#), June 2, 2020

<sup>45</sup> [Business Travel News](#), May 12, 2020

service is delivered in disposable eco-friendly containers and left outside the door for a contactless experience. Staff and other visitors must also submit to temperature scans prior to entering the hotel.<sup>46</sup>

Whenever possible, rooms are kept vacant for 24 hours after guest check-out. Guests are encouraged to use Loews' Chat Your Service app for communicating with room service, concierge and the front desk.

Fitness centers remain open, where local regulations permit, and are set up with physical distancing in mind. Facilities are closed every 90 minutes to accommodate thorough cleaning.

Loews will continue to adjust its guidelines and protocols in accordance with advice from the World Health Organization, the U.S. Centers for Disease Control and Prevention, and local authorities.

### Millennium Hotels & Resorts

Millennium Hotels & Resorts has developed "We Clean. We Care. We Welcome" to demonstrate its commitment to further enhancing its existing operational standards. As part of this program, Millennium has introduced ten Key Hallmarks for cleanliness and hygiene:<sup>47</sup>

- Higher standards of cleanliness and hygiene
- Appropriate checks on arrival for guests and employees, including temperature checks and health declaration forms
- Disinfection kits easily available to guests and employees – sanitizers, masks and anti-bacterial wipes available in hotel lobbies, restaurants, meeting rooms
- Frequent and regular sanitization of high-contact points – elevator buttons, door handles
- Contactless technology deployed where possible
- Ensure higher cleanliness and hygiene standards during guest stay
- Enforce safe distancing measures as precaution – minimum of one meter between guests and employees
- Higher food safety standards – with meals served individually
- Appropriate health and safety gear – regular use of personal protective equipment
- Hygiene Ambassadors to ensure measures are implemented – one employee in each hotel will ensure staff are trained to the latest processes and procedures

### NH Hotels

Madrid-based NH Hotel Group has launched Feel Safe at NH, bringing together its global measures for guest safety.<sup>48</sup>

#### Cleaning and disinfection

- NH has partnered with SGS, a world leader in inspection, verification and testing, to ensure its protocols minimize the risk of spreading COVID-19

#### Advanced digital services

- NH offers technical and digital solutions to minimize guest interaction and restrict contact with surfaces
- FastPass – online service to check-in, check-out and select rooms
- Online guest service – digitization of hotel information, allowing room service and minibar orders to be made using a mobile device
- Digital guest relations service – for immediate communication with hotel staff

<sup>46</sup> [Loews Hotels](#), Safety & wellbeing protocols

<sup>47</sup> [Millennium Hotels](#), Global Safety and Cleanliness Commitment

<sup>48</sup> [NH Hotels](#), Feel Safe at NH

### **Upgraded cleaning and sanitization**

- All hotels follow protocols based on medical practices approved by the WHO and validated by SGS
- Surface cleaning in common areas - reception, lobby, corridors, restrooms, restaurants etc.
- Room sanitizing – technology and highly effective cleaning products used on all surfaces, objects and decorative items, and clinically proven protocols for laundering textiles.
- Kitchen and utensil sterilization – cleaning products and practices in line with hospital protocols.

### **Food and beverage services**

- Changed processes for ordering, preparing, delivering, consumer and paying for food and beverages
- Supplier certification – strictest safety protocols followed
- Food safety - reduced product handling and human contact during both preparation and delivery, by using single-use packaging
- Room service and take out products – restaurants and room service follow strict safety protocols and only offer products on the menu
- Adapted meeting and event catering – with new presentation options which minimize the risk of infection

### **Social distancing rules**

- Special signage in all common areas of hotels remind everyone to maintain a safe distance
- Redesign of common areas, with furniture moved to help guests maintain social distance
- Staff support guests in applying these measures in all areas

### **Personal protection equipment and protocols**

- Safety and sanitizing equipment for guests: sanitizing gel, masks and gloves
- All hotel employees have access to the equipment needed to do their work safely
- All suppliers visiting hotels must follow the required safety measures

### **Water and air quality**

- Hotels follow the strictest purification and sanitizing standards for ventilation and air-conditioning systems and for purifying water and pools
- Increased the frequency of inspections for ventilation systems and decontamination protocols
- Updated standards for sanitizing drinking water and revised protocols for waste-water treatment
- New, more frequent, water sanitizing protocols for pools and drinking fountains

### **City Connection advisory service**

- Online advice service for guests, to allow them to visit destinations safely
- Details and contact information on local hospitals and pharmacies.
- Transportation recommendations based on safety measures tailored to local guidance
- Hygiene and safety information for other NH hotels nearby

### **Health & safety protocols for staff**

- Staff are screened daily before and after their shifts
- Early detection protocols and action plans are in place to address guest health concerns, with the option of isolation, protective equipment, contact with medical services and transportation logistics
- Special staff training on safety protocols and practices

### **Hotel Health & Safety Manager**

- Each hotel has a health & safety manager, responsible for introducing new measures and training staff

### Nobile Hotels & Resorts

Brazilian chain Nobile also operates hotels in Chile and Paraguay. To ensure the safety and wellbeing of guests, employees and partners, the chain has developed stricter hygiene and safety protocols based on standards from the World Health Organization, Ministry of Health, Anvisa and other regulatory bodies.<sup>49</sup> Measures implemented include:

#### Arrival and check-in

- Sanitizing mats have been placed at hotel entrances
- Posters in communal areas remind guests of the importance of complying with safety and hygiene measures
- Guests and staff are required to wear masks when in communal areas
- 70% alcohol-based sanitizing gel is available in guest rooms, communal areas, elevators and at other locations throughout the hotel
- Guests must complete the National Guest Registration Form with urgent contact details
- Hotel receptionists are protected by acrylic screens
- Queue separators and floor markers ensure guests keep 1.5 meters apart in queues
- Some sofas and armchairs in lobby areas have been removed to increase space
- Pens, keys, credit card machines are disinfected before and after each use
- Any items loaned to guests are disinfected and individually packaged
- Bags and luggage trolleys are cleaned and disinfected
- More frequent cleaning of high-touchpoints, including door handles, elevator buttons, handrails

#### Guest rooms

- Guest rooms are ventilated after check-out to renew the air
- After cleaning, each room is sealed and only opened again by the next guest
- Hand sanitizer has been placed in guest rooms
- Rooms are cleaned every two days when occupied
- Minibars are not restocked, but drinks can be bought at reception or in the restaurant

#### Restaurants and amenities

- Breakfast is served à la carte with all items pre-packaged
- Tables are spaced at least 1.5 meters apart and are disinfected before and after each use
- Buffet service is temporarily suspended
- Cutlery is sanitized and individually wrapped. Cutlery may be disposable
- Fitness centers and saunas are temporarily closed; guests must schedule a time to use hotel pools

#### Hotel staff

- Staff are being constantly trained on hygiene and safety protocols
- Employees have their temperatures checked daily
- Personal protective equipment (PPE) is provided
- Reusable PPE and staff uniforms are sanitized daily

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<sup>49</sup> [Nobile Hotels](#), COVID-19 protocols

### Okura Nikko Hotels

Okura Nikko Hotels, which includes the Okura Hotels & Resorts, Nikko Hotels International and Hotel JAL City brands, has introduced new “CLEAN & SAFE STAY” guidelines for hotel cleanliness, to ensure the safety and security of guests and employees.<sup>50</sup>

#### General

- Guests are asked to complete health check forms and undergo a temperature check as they enter a hotel
- Public spaces—lobby, front desk, elevators, escalators, bathrooms, hallways—are frequently and regularly cleaned and disinfected
- Sanitizers are stationed in public areas, in front of elevators, in front of banquet halls and at the entrance to other facilities
- Staff are required to wear face masks/face shields and, in some situations, gloves as well.
- Transparent screens are placed between guests and staff at the front desk
- Staff remind guests to respect social distancing when in a queue
- The number of people allowed in closed spaces—elevators, smoking rooms—has been reduced to enable safe distancing
- Public spaces, restaurants, guest rooms, etc. are frequently ventilated
- Room keys, guest amenities and other similar items are disinfected before being handed to guests

#### Guest rooms

- Furniture, doors and doorknobs, windows, bathrooms, lighting switches and any high-touch points are cleaned and sanitized regularly
- High-touch points—TV remote control, telephones, tablets, hair dryers, hangers—are all thoroughly disinfected and sanitized

#### Restaurants and bars

- Guests are seated at a suitable distance apart
- Buffet style dining has been replaced to increase hygiene safety
- All tables, counters and seating are sanitized before and immediately after use
- Kitchen staff follow strict food preparation and cooking hygiene standards and wear masks, gloves and hats for extra safety
- All equipment used for room service is frequently sanitized.
- Room service food and drinks are served with a cover or lid, and are delivered outside the guest room

#### Other public spaces

- Guests have a temperature and health check before being allowed to use the pool, fitness gym and spa facilities
- Social distancing is maintained in locker rooms and training facilities
- All areas are regularly sanitized
- Staff must wear masks when providing spa treatments and will wear gloves if requested by guests
- Banquet halls feature a layout considerate of social distancing.
- Disinfection kits are stationed at the entrance to all public spaces
- Staff must wear masks when serving guests
- Protective barriers can be installed between guests and staff where required

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<sup>50</sup> [Okura Nikko Hotels](#), COVID-19 Safety Measures

### **Staff**

- All staff check their temperatures and undergo a health check before entering the hotel
- Staff must wear masks when serving and are required to wash and sanitize hands and gargle regularly
- Staff rooms are regularly cleaned and sanitized
- Staff are required to maintain social distancing
- Staff are trained on infection control and enhanced awareness

### **Omni Hotels & Resorts**

Operating across the U.S., Canada and Mexico, Omni Hotels has updated its cleaning guidelines and implemented extra processes to ensure the health, safe and comfort of guests. The new Omni Safe & Clean initiative comprises:

#### **Associates**

- Staff undergo daily health screening, including temperature checks
- Staff areas are frequently sanitized
- Staff thoroughly retrained on proper hygiene and best practices

#### **Cleanliness**

- Increased frequency of sanitization using EPA-certified and CDC-compliant disinfectants
- Increased cleaning of HVAC systems and replacement of air filters

#### **Social distancing**

- Signage and distance indicators used throughout hotels
- High-traffic areas designated as one-way, with wider aisles where practical
- Custom menus limit contact in preparation
- Attendant-only served buffets or plated meals
- Single-use individually sealed food and cutlery items
- Kitchens deep cleaned and sanitized at a higher frequency

#### **Arrival**

- Self-parking recommended
- For valet hotels, social distancing in queues
- Limited contact with front doors, bell carts and keycards
- Limited contact check-in and check-out processes

#### **Amenities**

- Contactless transactions where applicable
- Golf carts cleaned after each use
- Pool furniture rearranged for social distancing
- Thorough disinfecting of equipment in fitness centers, where capacity is limited

#### **Guest rooms**

- Once cleaned and disinfected, rooms will be sealed with an Omni Safe & Clean sticker
- Single-use amenities provided
- Enhanced disinfection of high-touch items
- Room service delivered in a contactless manner

### Onyx Hospitality Group

Onyx Hospitality Group, whose chains includes Amari, OZO, Shama and the Mosaic Collection, has introduced ONYX Clean across its hotels in China, Southeast and South Asia. ONYX Clean is an initiative to further improve hotel hygiene, whilst ensuring guests and staff are safe and comfortable.<sup>51</sup>

ONYX Clean includes enhanced cleaning schedules in public spaces, rearranging furniture to enable social distancing, and mandatory temperature checks for staff and arriving guests. ONYX has also introduced a room seal to indicate a room has not been accessed since it was last cleaned and sanitized.

### Palladium Hotel Group

Palladium Hotel Group has developed new health and safety protocols based on WHO recommendations and expert authorities in the six countries in which it operates, including the Dominican Republic, Mexico and Spain.<sup>52</sup> New measures include:

- Reinforcing cleaning and disinfection in all hotel spaces, including guestrooms, communal areas, meeting and event spaces and staff work areas, as well as transport vehicles and luggage
- Hand sanitizers throughout properties and within rooms
- Infrared temperature checks of employees, suppliers and guests, especially in the entrance areas and closed spaces, such as restaurants, the gym, spa and children's areas
- Staff use of masks, gloves and disposable paper items – all also available in guestrooms
- Single-use products to minimize contact
- Expanding medical services

All hotels will require and monitor social distancing. Guests may have to reserve services like dining and gym use. An enhanced room service will be developed as an alternative to using restaurants.

### Pan Pacific Hotels Group

The hotel chain has launched Pan Pacific Cares as its commitment to caring for its guests, associates and community. This is built on four pillars: Community Outreach, Care for Associates, Sustainability, and Clean Stay.<sup>53</sup>

Pan Pacific is committed to ensuring guests' safety, wellbeing and peace of mind during their stay. To this end, it has developed Clean Stay in partnership with Diversey, combining WHO-recommended protocols with the use of healthcare grade disinfectants certified by the U.S. Environmental Protection Agency as effective against COVID-19. It has also a number of enhanced safety measures.

### Arrival and check-in

- Thermal scanner take guest temperatures on arrival
- Guests must complete a health and travel declaration form
- Luggage is sanitized with healthcare grade disinfectant
- Front desk is sanitized and disinfected every hour
- Payment terminals, pens and room cards are disinfected after every use
- Elevators are "bio-fogged" throughout the day. Capacity is limited to four people.

<sup>51</sup> [TopHotelNews](#), May 16, 2020

<sup>52</sup> [Travel Agent Central](#), May 6, 2020

<sup>53</sup> [Pan Pacific Hotels Group](#), Pan Pacific Cares

## Research and Intelligence

- Signs and floor markers provide safe distancing reminders

### Guest rooms

- Heightened cleaning and disinfecting protocols applied to all guest rooms
- Each room is marked with a Pan Pacific Cares door hanger to show it has been cleaned and sanitized before the arrival of each new guest
- Bed linen is laundered at 70°C
- Complimentary Pan Pacific Cares Pack, comprising a hand sanitizer, sanitized wipes and face mask, is provided in each room
- Contactless pick-up and delivery of laundry, requested amenities and in-room dining

### Meeting and event spaces

- Virtual tours are available before booking meeting rooms
- Hybrid events with virtual live streaming are offered
- Floor and seating plans ensure physical distancing
- Hand sanitizer stations are placed in all meeting rooms and ballrooms
- Tables, chairs, shared equipment, meeting amenities are sanitized before and after every use, or disposed if this is not possible
- Signs and floor markers provide safe distancing reminders in foyer areas

### Restaurants and dining

- Signs and floor markers provide safe distancing reminders in queues
- Floor and seating plans ensure appropriate physical distancing between tables
- Hand sanitizer stations are located in restaurants
- Enhanced cleaning of dining tables, chairs, bar tops, service and beverage stations
- Printed menus are single use or sanitized after each use
- Condiments and bar snacks are served individually packaged
- Takeaway food may be ordered online
- Contactless mobile and tableside payment
- Cutlery is pre-wrapped in napkins

### Posadas

Across more than 180 hotels operating under the Live Aqua, Grand Fiesta Americana, Fiesta Americana, The Exploran, Fiesta Inn, Gamma and one hotels brands, Posadas has launched Travel with Confidence, providing the safety, hygiene and flexibility guests need to stay with the chain again.<sup>54</sup> It developed the program based on guidelines provided by the Mexican Government, Mexican Secretary of Health, the U.S. Centers for Disease Control and Prevention, the World Health Organization (WHO), and the World Travel & Tourism Council (WTTC).

Posadas has partnered with 3M to ensure reliable strategies and the strongest products for deep cleaning, sanitization and disinfection. Products include hospital grade disinfectants, bactericides, virucides and fungicides recommended by the U.S. Environmental Protection Agency.

### Arrival and check-in

- Valet parking has been suspended

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<sup>54</sup> [Posadas](#), Travel with Confidence

## Research and Intelligence

- Sanitizing mats have been placed at the entrance to all hotels
- All arriving guests have their temperatures checked at the hotel entrance
- Face masks are available for guests without them
- Staff disinfect guests' luggage
- Acrylic shields have been installed on front desks to avoid direct contact with guests
- Digital check-in and express check-out is available to improve safety and efficiency
- Hand sanitizer stations are located in accessible locations

### Public areas

- Wearing a face mask is highly recommended
- Non-essential areas, such as spas, bars and children's recreational areas, have been closed
- Increased frequency of cleaning and disinfection in reception, elevators, co-working spaces, gyms and hallways
- Clear signage installed to promote healthy social distancing
- Social distancing and capacity limits apply in shops, meeting rooms, restaurants and elevators (maximum of four people), in accordance with local regulations
- Gyms are limited to 50% capacity; spas are closed until further notice

### Guest rooms

- Thorough cleaning, including the hallway, rugs, floors, tables, bureaus and desks, chairs, sofas, beds, bathrooms and showers conducted at least 24 hours for guest's arrival
- Secondary sterilization with 3M products approved against SARS-CoV-2
- Sanitary misting of the entire room
- Hand sanitizers are available on every hotel floor
- All non-essential items have been removed from guest rooms; only TV remotes and waste bins remain

### Food and beverages

- Restaurant capacity has been reduced to 50%; guests must make a reservation
- Tables in dining areas have been spaced out to accommodate social distancing
- A grab and go service has been introduced for people not wanting to dine in restaurants
- Disposable placemats feature a QR code enabling guests to digitally access menus
- Buffets have been temporarily suspended

### Red Lion Hotels Corp.

Red Lion Hotels Corp. has released enhanced cleanliness guidelines for its properties, including measures recommended by the U.S. Centers for Disease Control and Prevention and the WHO, as well as standards released by the American Hotel & Lodging Association.<sup>55</sup> These include promoting social distancing, increased frequency and enhancement of cleaning and more options for contactless check-in, check-out and payment.

### Scandic Hotels

Nordic hotel chain Scandic Hotels has put in place procedures, plans and routines to ensure guests feel safe when staying at one of its properties.<sup>56</sup> Hotels follow guidelines and recommendations from local authorities. It has provided all properties with information about COVID-19 and management

<sup>55</sup> [Business Travel News](#), May 6, 2020

<sup>56</sup> [Scandic Hotels](#)

instructions. It has increased cleaning and hygiene protocols, regularly disinfecting high-touch points, such as door handles, card terminals and elevator buttons. Disinfectant dispensers are available in all public areas.

### Sonesta Hotels

U.S. chain Sonesta Hotels also operates properties in Chile, Colombia, Ecuador and Peru. It has introduced Stay Safe with Sonesta, a rigorous new health and cleanliness program, which is applied to all its U.S. hotels, and should be active across its entire portfolio.<sup>57</sup>

For the health and safety of guests and staff, Sonesta requires guests to wear face coverings in all indoor public areas. Other key features of Stay Safe with Sonesta include:

#### Enhanced public area cleaning and sanitizing

- Rigorous cleaning, with frequent sanitizing of public areas and other high traffic/high contact touchpoints using Ecolab hospital grade cleaning products

#### Enhanced guest service measures

- Signs provide guidance on social distancing
- Limited-contact check-in/out procedures
- Modified food and beverage offerings
- Hand sanitizer stations at hotel entrances, front desks, fitness centers, elevators, lobbies and other high-traffic areas

#### Enhanced guest room cleaning

- Updated guest room cleaning and sanitizing protocols
- Guest rooms sealed after cleaning for new arrivals
- Non-essential items removed
- Team member preparations

#### Enhanced Stay Safe with Sonesta training for hotel staff

- Masks, gloves and other protective equipment provided for employees
- Staff subject to daily health checks

#### Enhanced meeting and event space protocols

- Rooms set up with appropriate physical distancing
- Non-essential items removed
- Enhanced cleaning and sanitization
- Modified food and beverage offerings, including single-serve items

### Thon Hotels

Norwegian chain Thon Hotels follows all the recommendations and advice from local health authorities in Norway, the Netherlands and Belgium. The company has outlined special measures taken for meetings & conferences and when using its restaurants.

#### Meetings & conferences

- Hand disinfection station at the entrance

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<sup>57</sup> [Sonesta Hotels](#), Stay Safe with Sonesta

## Research and Intelligence

- Meetings rooms are well cleaned, with all table surfaces, chairs and other equipment disinfected
- Minimum of 1 meter between participants in larger meeting rooms
- Touch points – door handles, coffee machines, elevator buttons – cleaned and disinfected several times per day
- Refreshments are served in individual portions in the meeting room

### Restaurants

- Hand disinfection station at the entrance
- Tables are cleaned and disinfected between each sitting. Other services are frequently cleaned
- Minimum distance of 1 meter between each guest and table
- Buffets have been suspended
- Staff follow strict hygiene measures in line with health authorities' recommendations

### Viceroy Hotels & Resorts

Viceroy operates hotels in the U.S. and Mexico, with properties set to open in Serbia later in 2020, and in Colombia, Panama and Portugal in 2022. The chain has set out its health & safety plan under a promise of cleanliness.<sup>58</sup> This is an action plan to support the wellbeing of guests, staff and the local communities. To deliver on this promise, each hotel has a Safety Committee led by the General Manager and Health & Hygiene Ambassador, which is responsible for training, implementation and compliance.

#### At the entrance

- Luggage handles are disinfected
- Guests can self-park their vehicles

#### Check-in

- Floor markers indicate physical distancing requirements at the hotel front desk
- High-touch surfaces and items, such as pens, are disinfected regularly
- Hand sanitization stations have been installed

#### Lobby and other public areas

- Changed furniture layout to promote physical distancing
- High-touch surfaces and items are disinfected frequently, including counters, door handles, restrooms, handrails and elevator buttons
- Biodegradable, one-time-use paper towels are available in restrooms, with a waste bin close by for disposal
- Hand sanitizer stations have been installed
- High-touch surfaces in elevators are frequently disinfected
- Signs promote elevator etiquette to promote social distancing

#### Restaurant and bars

- Takeaway food and beverages are available
- Tables are arranged to maximize space while accommodating approved occupancy levels
- Digital menus and complimentary Wi-Fi enable guests to view menus on personal devices
- Staff frequently change gloves
- Biodegradable, one-time-use paper napkins are provided

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<sup>58</sup> [Viceroy Hotels](#), Promise of Cleanliness

## Research and Intelligence

- Physical menus and pens are frequently disinfected
- Hand sanitization stations have been installed

### Guest rooms

- Only hospital grade disinfectants, cleaning products and personal protective equipment, which are proven to prevent the spread of contamination, are used when cleaning guest rooms
- When possible, rooms are left vacant for 24 hours between guest stays

### Amenities and services

- Availability of fitness centers, swimming pools and recreation areas is determined by local authorities, and is subject to change at short notice
- When facilities are open, precautions taken in other communal areas will apply
- All staff wear face coverings and gloves as part of their Viceroy uniform
- All staff receive comprehensive safety, health and hygiene training

## National chains

### Dalata Hotel Group

Irish hotel chain Dalata Hotel Group, which includes brands Maldrone and Clayton, has adopted new health and safety protocols across its hotels in Ireland and the U.K. These protocols include:

- Staff – policy updates, weekly health declaration, PPE, new operational measures, revised robust cleaning, COVID compliance officers (2-3 per hotel) monitoring cleaning, physical distancing and sanitizer stocks
- COVID-19 inhouse visuals – branded signs highlight physical distancing, hand & respiratory hygiene, hand sanitizer points, visitor and contractor procedures
- Guest journey – detailed pre-stay email, online check-in and checkout, express check-out, key card
- Guestrooms - online platform replacing guest directory, decluttering of room, disposable amenities, touch-point cleaning plan, fogging and room seal after each cleaning
- Food and beverages – no buffets, click and collect options, online table reservation, physical distancing in dining rooms, bars closed until August, contactless and cashless payment encouraged
- Meetings and leisure facilities – meetings capacity lowered for social distancing, packaged food & beverage, pools re-open July 20, gyms re-open August 10, booking, segregated pools, changing cubicles, reduced spa treatment options

Accreditation agency Bureau Veritas will issue an “Assurance Statement” to confirm hotels have reached full compliance status.

### Dan Hotels

The 17 hotels of Israeli chain Dan Hotels will resume operations only after a thorough disinfection and cleaning, with additional emphasis on areas where there is frequent contact.<sup>59</sup> Under this program, most properties will re-open by mid-August.

Dan Hotels has developed a new app – App to Dan – enabling guests to perform certain transactions during their stay without making physical contact with staff.

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<sup>59</sup> [Luxury TripAdvisor](#), May 18, 2020

All communal areas, including gyms, pools and entertainment venues, are being fully sanitized. Dan Hotels will continue to offer buffet breakfasts, although guests will be shielded from the food by transparent screens and hotel staff, wearing gloves and masks, will fill their plates.

### Drury Hotels

Missouri-based Drury Hotels has partnered with Ecolab Inc., a global leader in hygiene and infection prevention solutions for hospitality, to keep guests and staff safe. Drury will use Ecolab products as part of enhanced cleaning and disinfecting procedures in its more than 150 hotels across the U.S.

The partnership with Ecolab builds on Drury's Travel Happy Again, Clean+Safe initiative.<sup>60</sup> As well as partnering with Ecolab, Drury has introduced a number of other measures, which include:

- A redesigned check-in process to reduce contact through transparent shields and contactless transactions
- Signs and visual cues to encourage guests to maintain a six feet social distance
- Guests travelling in elevators only with members of their immediate party
- Face coverings are required by guests and staff to enter the hotel and when in communal areas
- Staff use a detailed checklist to ensure all frequently touched areas – door handles, luggage carts, elevator buttons and more – are disinfected thoroughly throughout the day
- While most pools and fitness centers have reopened, they may be subject to attendance limits or require advance reservation
- During a guest's stay, housekeeping is provided every seven days
- Disinfection of frequently touched areas throughout guest rooms, including door handles and locks, light switches, telephones, remote controls, taps, bathrooms, alarm clocks, ice buckets and lids, hair dryers etc.
- Daily screening of hotel staff
- Provision of masks and gloves for hotel staff

### Extended Stay

U.S. economy hotel chain Extended Stay America has launched STAY Confident to focus on the health, safety and comfort of its guests. The program has three focus areas:

- STAY Safe – new measures include transparent shields at front desks, personal protective equipment for staff, the closure of social and communal areas, increased no-touch interaction with staff and the promotion of social distancing
- STAY Healthy – in partnership with Procter & Gamble, Extended Stay is expanding its cleaning and inspection, with extra disinfection and more frequent cleaning. Each guest room is subject to a 10-point cleaning and is only released after a management inspection.
- STAY Comfortable – rooms are already equipped with kitchens, giving guests greater control over their dining. Hotels have upgraded Wi-Fi; guests can request extra amenities without housekeeping entering the room.

### JA Resorts and Hotels

This U.A.E.-based chain, which operates seven hotels in Dubai, two in the Seychelles and one in the Maldives, has outlined its commitment to guest safety, which has received World Travel & Tourism Council Safe Travel approval.<sup>61</sup>

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<sup>60</sup> [Drury Hotels](#), Travel Happy Again, Clean+Safe

<sup>61</sup> [JA Resorts & Hotels](#)

### Arrival

- Valet parking service is suspended
- All guests and visitors undergo temperature screening
- Hand sanitizer stations installed in hotel lobby, front desk, bell desk
- Guests and staff must practice social distancing
- All luggage is handled by staff wearing masks
- Guests receive welcome sanitization kits
- Contactless payment is preferred
- All physical and electronic keys are sanitized before and after use

### Housekeeping

- Hotels are cleaned and sanitized thoroughly in accordance with health & safety regulations
- Housekeeping staff wear personal protective equipment (PPE)
- All hard surfaces and soft furnishings are disinfected
- All cleaning equipment is thoroughly sanitized with hospital grade chemicals
- All linen is washed at 80°C to kill bacteria
- Certain room and bath amenities have been removed to reduce cross-contamination

### Amenities and facilities

- Guests using the swimming pool will have their temperature checked
- Capacity limits are applied to all shared facilities
- Sunbeds are disinfected and spaced 2 meters apart

### Restaurants

- Alcohol wipes or hand sanitizer dispensers are located at entry/exit points
- Guests have their temperature taken on arrival
- All staff wear masks at all times
- Tables are sterilized after each guest
- Tables are spaced 2 meters apart and dining time must not exceed three hours
- Capacity restrictions are in place

At the end of September 2020, JA Resorts made onsite COVID-19 tests available to international and local guests staying at its Dubai properties.<sup>62</sup> The company has partnered with GMC Clinics to introduce the testing for guests needing a negative test result to travel. The test costs not more than AED250, and prices should fall in future. Guests must book the service four days before departure and will receive the result within 24 hours.

### Jurys Inn

Jurys Inn and Leonardo Hotels UK & Ireland has announced a new customer commitment charter as it prepares to reopen its 48 hotels from July.<sup>63</sup> The group is implementing a five-point plan – Stay Safe, Stay Happy – outlining the enhanced measures it's taking to ensure guest and employee safety.

The chart covers hygiene, social distancing, cashless operation, food & beverage delivery, and training. The plan was developed closely with the Environmental Health Organization, taking account of WHO

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<sup>62</sup> [Breaking Travel News](#), September 29, 2020

<sup>63</sup> [Breaking Travel News](#), June 5, 2020

guidelines. The group's hotels are also working with Ecolab to introduce deep cleaning products and processes to enhance cleanliness standards.

### Maybourne Hotel Group

With three hotels in London, U.K., and a U.S. hotel in Beverly Hills, Maybourne Hotel Group is a small luxury chain. As it begins to reopen its London hotels, it has introduced robust measures (across all four hotels) to meet guidance set out by the U.K. Government, Public Health England and the World Health Organization.<sup>64</sup> It has introduced enhancements to its hygiene and cleaning program, to ensure the highest standards of both safety and comfort for guests and staff.

#### On arrival

- Guests arriving in the hotel's limousine must wear a face mask in the vehicle
- Revolving entry doors have been disabled
- All guests have their temperatures checked before entering the hotel
- Staff talk guests through the ways the hotel will take care of their health, safety and happiness
- Each guest receives a bespoke amenity kit containing face masks, hand sanitizer and disinfectant wipes
- Any guest arriving with COVID-19 symptoms will be offered a test and will be asked to self-isolate in their room

#### Cleanliness and hygiene

- Hand sanitizer touchless dispensers are located in reception, around the hotel and in restaurants
- Housekeeping have an increased focus on high touch hotspots
- Social distancing measures are in place around the hotel, with seating layouts adjusted in public spaces
- Single use toilet seat covers are available
- Physical screens are installed at guest/staff interaction points
- Contactless payment is available for paying for the room, paying for drinks etc.
- Guests must wear face masks in public areas in all hotels
- Lift/elevator occupancy is limited to two persons, unless traveling as a family
- Lifts and all touch points are disinfected hourly

#### Guest rooms

- Rooms are meticulously cleaned using products scientifically proven to combat viruses and bacteria
- Rooms are cleaned using vacuums fitted with HEPA filters
- Linen is changed daily, laundered at high temperatures
- Air filters are changed regularly to ensure fresh air circulation
- Remote controls are placed on sealed sustainable packaging
- Guest directory and in-room dining menu is available digitally using a QR code on mobile devices
- Mini bars and contents are cleaned and disinfected prior to guest arrival
- Guest keys are cleaned and sanitized after use
- Guest rooms are placed out of order for 72 hours after departure before being cleaned

#### Dining and drinking

- When they reopen, bars and restaurants will cater to a smaller number of guests at each service
- Self-service buffers are suspended
- Seating and tables are spaced to ensure social distancing

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<sup>64</sup> [Maybourne Hotel Group](#), A safe stay at our hotels

- Menus may be accessed electronically from mobile phones and tablets
- Single-use paper menus will also be available
- Food to be served is covered from kitchen to table
- In room dining is also available, under the strictest safety measures
- Kock and drop service is offered where food is left covered outside guests rooms

#### **Hotel staff**

- Every member of staff has their temperature checked daily using thermal imaging cameras
- To avoid congestion, employee work start times are staggered
- All staff have their own masks, hand sanitizer and other protective equipment
- At a minimum, all staff must wear a face mask
- Intensive, ongoing training ensures staff operate to the highest health and safe standards
- Before returning to work, each staff member has an antibody test

#### **My Place Hotels**

U.S. upper midscale hotel chain My Place Hotels of America announced a new cleaning initiative, ALWAYS CLEAN, developed alongside its operators, franchise partners, Ecolab and the American Hotel & Lodging Association.<sup>65</sup> ALWAYS CLEAN builds on hygiene enhancements already brought in in accordance with the U.S. Centers for Disease Control (CDC) guidelines. The program includes:

- Increased cleaning of high-touch areas throughout public spaces and guest rooms using Ecolab sanitation products
- More options for contactless payment methods
- Signage and collateral to promote CDC guidelines
- Modified housekeeping schedule based on guest needs
- Ongoing guidance and training for all hotel staff

#### **Ovolo Hotels**

This small Australian chain, which also operates a Hong Kong property, claims to have an obsessive commitment to deep cleaning, which it brands as OC/DC.<sup>66</sup> Ovolo is committed to ensuring a guest's stay is safe, secure and as stress free as possible.

#### **On arrival**

- All guests must complete health declaration forms
- Reception desks are frequently disinfected
- Contact is limited during check-in; credit card machines keypads are regularly disinfected
- Handles on guest luggage are disinfected
- Pens are disinfected, with plastic covers confirming this has been done
- Reception staff wear face coverings
- Touchless sanitization stations are located in all public spaces

#### **Social distancing**

- Restaurants & bars, meeting spaces, lobbies, gyms, pools and other public spaces have been redesigned to promote social distancing, in accordance with government guidelines
- In house gyms have a booking system to mitigate overcrowding.

<sup>65</sup> [My Place Hotels](#), May 18, 2020

<sup>66</sup> [Ovolo Hotels](#), October 12, 2020

## Research and Intelligence

- Distancing Dots are adhered to all spaces where guests queue
- Signage defines the number of people permitted in restaurants serving takeaway only.

### Cleaning and disinfection

- Processes reviewed and staff trained in cleaning techniques reducing the risk of cross contamination
- Cleaning and disinfection schedules have been increased in public spaces, with special attention given to high touch areas
- Thorough checklists ensure cleaning and disinfection is completed, consistently
- Periodic sterilization of surface and airborne contaminants using environmentally friendly removing 99.99% of pathogens

### Restaurants

- Service standards have been amended to align with COVID-19 preventative measures
- Revised floor plans for social distancing, with temporary screen walls or partitions installed
- All communal items, such as salt & pepper, sauces, have been removed
- Single use menus and electronic version available
- Cutlery wrapped after every wash, with bamboo cutlery also available
- Wash basins or hand sanitizers available in all venues
- Tables and chairs disinfected after every diner
- All staff are trained in the use and are wearing the appropriate PPE
- Buffet service has been suspended

### Hotel staff

- All staff wash their hands every 30 minutes
- Masks are mandatory for staff working within 1.5 meters of guests
- All staff are screened, temperature checked and recorded on arrival at work
- Housekeeping and food & beverage staff also wear gloves
- All staff are trained on recognizing COVID-19 symptoms

### OYO Hotels

More than 300 OYO Hotels in the U.S. now follow the company's new Scrubbed Clean hygiene guidelines.<sup>67</sup> New enhanced cleaning and safety protocols align with the AHLA's Stay Safe guidelines and CDC advice. They were developed in conjunction with the Asian American Hotel Owners Association.

Common areas will be cleaned four times daily. Housekeeping will only be performed after check-out or on demand (when the guest is not in the room). All employees must wear masks and gloves. Disinfectants must be Environmental Protection Agency-approved. Hotels must remind guests to keep six feet apart and wear masks at all times.

### Premier Inn

U.K.-based economy chain Premier Inn has launched Premier Inn CleanProtect as its enhanced hotel cleaning program across all properties in the U.K and Ireland.<sup>68</sup> The program has been developed in partnership with global cleaning and hygiene product supplier Diversey.

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<sup>67</sup> [Business Travel News](#), June 3, 2020

<sup>68</sup> [Premier Inn](#), CleanProtect

## Research and Intelligence

- Checking in and social distancing – Perspex screens at reception, social distancing measures and auto-dispense hand sanitizers in public areas.
- Hygiene and anti-viricidal sanitizing spray– more frequent cleaning of high-touch areas, such as check-in kiosks, lift controls, door handles and handrails. In guestrooms, special attention is given to cleaning air conditioning and heating controls, TV remotes, door handles and desks.
- Housekeeping – Premier Inn employs its own housekeeping staff, enabling to ensure they are trained to the highest standards in cleanliness and hygiene. On the 6<sup>th</sup> day of a stay, guests may be moved to a new, recently cleaned room, although they can choose to remain in their existing room. Staff will only enter a room once the guest has left.
- Bed linen and shower curtains – Linen laundered at over 60 degrees Celsius with disinfectant detergent. Shower curtains replaced after every stay.
- Protective equipment – staff provided with personal protective equipment, including gloves, aprons and hand sanitizer. Face masks are also provided, should staff choose to wear them.
- Face coverings – since August 8, 2020, guests have been required to wear face coverings in the public areas of Premier Inn hotels, but not in restaurants with table service, bars and pubs. Vending machines sell a pack of five masks for £4.99

### Travelodge

U.K. economy chain Travelodge started reopening closed hotels in July after putting in place a new set of cleaning standards and protocols.<sup>69</sup> To give travelers peace of mind and confirm their safety and security as its top priority, the chain created Travelodge Protect+, a program of cleaning and social distancing measures adopted by all hotels.

#### Cleaning and hygiene

- Cleaning using antiviral disinfectant effective against COVID-19
- Post clean room checks with digital tracking to ensure consistently high standards
- Customer hand sanitizer stations in key locations
- Increased cleaning frequency of high touchpoints in public areas and bedrooms
- All linen and towels thermally disinfected
- Hotel staff receive comprehensive training on cleaning, hygiene and social distancing

#### Social distancing

- Measures throughout the hotel
- Reception distancing floor signage and protective screens at check-in
- Personal protective equipment available to all staff, including face masks, should they choose to use it
- Housekeeping teams do not enter bedrooms during a guest's stay
- Contactless payment available
- Contactless check-out

### Trump Hotels

Trump Hotels currently has 11 properties open across the U.S. (7), Canada (1), Ireland (1) and the U.K. (2). While remaining dedicated to a luxury experience, Trump has refreshed policies to give guests peace of mind during their stay.<sup>70</sup> It has implemented extra practices and procedures guided by the Centers for Disease Control and Prevention (CDC), as well as federal, state and local governments. These include:

<sup>69</sup> Business Travel News, June 30, 2020

<sup>70</sup> [Trump Hotels](#), Our commitment to health and safety

- Staff wear face coverings and, where appropriate, gloves
- Social distancing measures have been introduced at check-in
- Hand sanitizer stations are positioned throughout Trump properties for guests, residents and staff
- Signs encourage everyone to maintain safe behaviors
- QR codes enable touchless guest directories and menus
- Lounge seating in pool areas has been adjusted for social distancing
- Ecolab provides hospital-grade cleaning products and practical guidance to hotel staff
- Increased frequency of cleaning and disinfecting public areas, including frequently touched items such as door handles, handrails, bathroom surfaces, front desk surfaces, elevators and elevator buttons.
- All guest room keys are disinfected daily

## Alternative accommodation

### Airbnb

Airbnb has created a set of mandatory COVID-19 safety practices for both hosts and guests of its listings, based on guidance from the WHO and U.S. Centers for Disease Control and Prevention (CDC).<sup>71</sup> Hosts and guests should also familiarize themselves with local guidelines. Airbnb also recommends anyone in a higher risk category should obtain additional professional guidance before making a booking.

Airbnb requires the following safety practices:

- All hosts and guests must wear a mask or face covering when interacting in person and must maintain a 6 feet distance from one another at all times
- Hosts should provide contactless check-in where possible
- Masks should be worn in common areas or shared spaces
- Hosts should limit numbers in shared spaces
- Shared spaces must be well ventilated and cleaning and sanitized as frequently as possible
- All hosts must agree to follow Airbnb's enhanced cleaning protocol's 5-step process between each stay
- No hosting or traveling by anyone recently exposed to or presenting COVID-19 symptoms
- Hosts and guests should wash their hands regularly

As an extra effort to curb the spread of COVID-19, Airbnb requires all hosts to follow a 5-step enhanced cleaning process between guest stays. It was developed using guidance from the U.S. Centers for Disease Control and Prevention's published standards, experts including a former U.S. Surgeon General, and companies in hospitality and medical hygiene, such as Ecolab, a supplier of water, hygiene and infection prevention solutions and services. The 5 steps comprise

- Prepare – ventilate the room, use approved disinfectants, read the instructions, and wear a mask and gloves while cleaning
- Clean – sweep, vacuum and dust areas before sanitizing, wash all dishes and line at the highest temperature, and wipe down hard surfaces with soap and water
- Sanitize – spray high-touch surfaces with an approved disinfectant, and allow the surface to air dry
- Check – refer to a cleaning best practice check-list for each room
- Reset – wash hands and replace gloves before replacing guest supplies, safely dispose of cleaning supplies and protective gear, empty cleaning equipment, and do not enter a room once it's been sanitized

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<sup>71</sup> [Airbnb](#), Airbnb basics

Hosts failing to agree to Airbnb's COVID-19 safety practices, including the 5-step enhanced cleaning process, by November 20, 2020, may be unable to accept new reservations, have their listings suspended, or be removed from the platform. Once this commitment has been provided, listings receive a highlight to let guests know.

**Note**

The COVID-19 situation is rapidly evolving, and the situation is changing on almost an hourly basis. The information presented in this report represents the latest view as at October 19, 2020. We have carefully researched and checked the information contained. However, we do not guarantee or warrant the correctness, completeness or topicality of this article and do not accept any liability for any damage or loss as a result of the use of the information contained within this article.

Do you have questions or comments regarding this report? Please email [sales@adelmantravel.com](mailto:sales@adelmantravel.com) to share your thoughts.