ENHANCED INDUSTRY-WIDE HOTEL CLEANING GUIDELINES
in response to COVID-19.
The hotel industry has a longstanding commitment to cleanliness and safety for our employees and guests. We continue this commitment during the public health crisis. The following health and safety guidelines represent best practices for the hotel industry, in accordance with CDC guidelines, during the re-opening phase of the economy. It is anticipated that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.

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

ADVISORY COUNCIL

Accor
AAHOA
Aimbridge Hospitality
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Choice Hotels International
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G6 Hospitality LLC
Hersha Hospitality Trust
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SAFE STAY IS ENDORSED BY:

**ORGANIZATIONS**

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

**PARTNER STATE & LOCAL ASSOCIATIONS**

Alabama Restaurant & Hospitality Association  
Alaska Restaurant & Lodging Association  
Arizona Lodging & Tourism Association  
Arkansas Hospitality Association  
California Association of Boutique & Breakfast Inns  
California Hotel & Lodging Association  
Central Florida Hotel & Lodging Association  
Colorado Hotel & Lodging Association  
Connecticut Lodging Association  
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Florida Restaurant & Lodging Association  
Georgia Hotel & Lodging Association  
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New Jersey Campground Owners and Outdoor Lodging Association  
New Jersey Restaurant & Hospitality Association  
New Mexico Hospitality Association  
New York State Hospitality & Tourism Association  
North Carolina Restaurant and Lodging Association  
Ohio Hotel & Lodging Association  
Oklahoma Hotel & Lodging Association  
Oregon Restaurant & Lodging Association  
Pennsylvania Restaurant & Lodging Association  
Rhode Island Hospitality Association  
South Carolina Restaurant & Lodging Association  
South Dakota Hotel and Lodging Association  
Springfield (MO) Hotel Lodging Association  
St. Louis Area Hotel Association  
Tennessee Hospitality & Tourism Association  
Texas Hotel & Lodging Association  
Utah Tourism Industry Association  
Vermont Chamber of Commerce  
Virginia Restaurant, Lodging & Travel Association  
Washington Hospitality Association  
West Virginia Hospitality & Travel Association  
Wisconsin Hotel & Lodging Association  
Wyoming Restaurant and Lodging Association
Dear Valued Member,

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

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

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

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

Sincerely,

Chip Rogers
AHLA President & CEO
Employee & Guest Health

**Washing Hands & Hand Sanitizer**

CDC guidelines should govern employee procedures and protocols regarding hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Added attention should be given to ensure adequate soap products are available in restroom sinks, employee washing stations, and other areas for hand washing. Hand sanitizer dispensers should include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers should be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

**Employee & Guest Health Concerns**

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

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

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

**Case Notification**

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

**Front of the House Signage**

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

**Back of the House Signage**

Signage that aligns with CDC information, including how to avoid infection should be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.
**Hand Cleaning**

If not wearing protective gloves, all employees should follow CDC guidance regarding handwashing and use of hand sanitizer. Employees should wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift.

In accordance with CDC guidelines, employees will use hand sanitizer with at least 60% alcohol and cover all surfaces of the hands and rub them together until they feel dry. Also, housekeeping staff should clean hands or change gloves between cleaning guest rooms. When possible, employees should wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

**COVID-19 Training**

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

**Face Coverings & Other Protective Steps**

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

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

Public Spaces & Communal Areas
Surfaces frequently touched by multiple people should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment and shower areas, pool seating and surrounding areas, dining surfaces and all seating areas. For more information, please refer to CDC guidelines on cleaning and disinfecting public spaces.

Guest Rooms
Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest’s stay may be altered based on guest requirements. In accordance with CDC guidelines, Housekeeping staff should wait at least 15 minutes before entering a guest’s room for cleaning to allow for adequate time for air exchange following the guest’s departure, and will discard all single use items provided by the hotel that were used by the guest during their stay, or left by the guest. If bulk personal care items are used, the cleaning staff should clean and disinfect all high touch surfaces in the room including any bulk toiletry items that may have been used or touched by guests prior to the next occupant.

Laundry
Linens, towels and laundry should be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer’s instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Avoid shaking dirty linens and bag it in the guest room to eliminate excess contact while being transported to the laundry facility.

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

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

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

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Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guestroom should be removed from service and quarantined for at least 24 hours in accordance with CDC guidelines. The guest room should not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

Food & Beverage

Food and beverage service should reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service should be replaced with a no-contact delivery method. Traditional buffet service should be limited, but when offered, it should be served by an attendant wearing cloth face coverings, and utensils should be washed and changed more frequently. Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments) and removal of unused items (i.e. glasses, silverware) on tables before and after guest use. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens should be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and ‘grab & go’ items should be the preferred method of food delivery.

Ventilation & Water System Checks

After a prolonged shutdown, properties should ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space in accordance with CDC guidelines. In addition, assessments of property water systems should be conducted in accordance with the CDC Guidance for Building Water Systems that provide a step-by-step process for reopening water systems after a prolonged shutdown.
Physical Distancing & Queuing
As recommended by the CDC’s physical distancing guidelines, guests should be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas should be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote physical distancing. Minimize traffic in enclosed spaces, such as elevators and stairwells.

Hotel Front Desk, Concierge, and Parking Services
Front desk agents should practice physical distancing protocols and procedures, which may include utilizing every other workstation to ensure separation between employees whenever applicable and possible, installation of transparent shields or other barriers, and updating floor plans for communal areas to promote physical distancing. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service should be limited, and disinfecting of contact points will be required.

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

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

Hotel industry health and safety protocols will be updated in accordance with CDC guidelines as we learn more about COVID-19 and ways to combat it operationally for the safety of guests and employees.
For more information about the Safe Stay Program, visit AHLA.com/SafeStay