



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

in response to COVID-19.

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# COVID-19 Precautions

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## For Hotels

### ONLINE COURSE NOW AVAILABLE!

Train hotel staff on the Safe Stay safety and cleanliness guidelines with **COVID-19 Precautions for Hotels**, a new online course developed by AHLEI in consultation with the AHLA Safe Stay Advisory Council.

- For all levels of employees
- Offered in English and Spanish
- Short, easy, affordable: 15 mins
- Certificate of completion awarded
- Available to host on internal LMS

Learn more: [info.ahlei.org/covid](https://info.ahlei.org/covid)



COVID-19  
OVERVIEW



HEALTH  
REPORTING



ACTIONS TO  
STAY SAFER



DISINFECTING  
PROCEDURES



ROOM  
RECOVERY



PHYSICAL  
DISTANCING



CONFLICT  
DE-ESCALATION

## The hotel industry has a longstanding commitment to cleanliness and safety

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



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

### ADVISORY COUNCIL

Accor	Loews Hotels & Co.
AAHOA	Marriott International
Aimbridge Hospitality	My Place Hotels
Best Western Hotels & Resorts	Noble Investment Group
Choice Hotels International	Omni Hotels & Resorts
Davidson Hotels & Resorts	Pebblebrook Hotel Trust
G6 Hospitality LLC	Radisson Hotel Group
Hersha Hospitality Trust	Red Lion Hotels Corporation
Hilton	Red Roof
Host Hotels	Remington Hotels
Hyatt Hotels Corporation	Vision Hospitality Group
InterContinental Hotels Group (IHG)	Wyndham Hotels & Resorts



## SAFE STAY IS ENDORSED BY:

### ORGANIZATIONS

Asian American Hotel Owners Association (AAHOA)	Hospitality Technology Next Generation (HTNG)
Association for Linen Management	Hotel Association of Canada (HAC)
Association of Lodging Professionals	Infectious Diseases Society of America (IDSA)
Associated Luxury Hotels International (ALHI)	Latino Hotel Association (LHA)
Global Business Travel Association (GBTA)	National Association of Black Hotel Owner, Operators & Developers (NABHOOD)
Hospitality Financial and Technology Professionals	U.S. Travel Association
Hospitality Sales and Marketing Association International (HSMIAI)	

### PARTNER STATE & LOCAL ASSOCIATIONS

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



Dear Valued Members and Industry Leaders,

Nearly one year ago, the American Hotel & Lodging Association (AHLA) launched [Safe Stay](#) – a commitment to unify the industry on enhanced cleaning measures and safety guidelines to help us meet and exceed challenges presented by the coronavirus pandemic.

Safe Stay was created in accordance with guidance issued by public health authorities and was reviewed by the Centers for Disease Control and Prevention (CDC). AHLA worked with experts to:

- Develop a common set of guidelines that have been broadly endorsed by hospitality leaders in all 50 states and Canada.
- Support communities as they grappled with reopening by partnering with local and state governments during this critical time.
- Release [Safe Stay Guest Checklist](#) for guests on how to travel safely while also creating a standardized safety experience nationwide.
- Provide a [Safe Stay Property Checklist](#) and a [Safe Stay Training](#) for employees to ensure they are up to date on the latest cleaning and safety measures.

The recent arrival of the COVID-19 vaccine provides our nation and industry with a light at the end of the tunnel. However, we know travel cannot fully resume until the vaccine is widely available and that is why as an industry, we are committed to supporting innovative solutions to promote the vaccine distribution. Thanks to AHLA's ongoing efforts and relationships, the CDC updated their Advisory Committee on Immunization Practices (ACIP) Categories of Essential Workers to prioritize "[Traveler Accommodation](#)" under Phase 1c of the COVID-19 vaccine distribution.

Entering 2021, in a show of industry-wide support, America's hotels have offered to lend a hand by serving as vaccine distribution sites in the months ahead to support America's governors and FEMA as states continue to move forward in administering the COVID-19 vaccine. We also launched an employee [COVID-19 vaccination information website](#) to ensure members have the necessary resources to educate and encourage their employees to get vaccinated. Maximizing employee participation in vaccination is critical to protecting our employees and guests and ensuring the hotel industry recovers.

We are proud to have all major U.S. hotel brands, leading travel and hospitality associations, individual hospitality associations from all 50 states, and leaders in the infectious disease and public health community, including the Infectious Diseases Society of America (IDSA), endorse Safe Stay. This is truly a historic, industrywide commitment to our top priority – the health and safety of guests and employees.

Sincerely,

**Chip Rogers**

AHLA President & CEO



# Employee & Guest Health

For the latest CDC guidance for hotel employers, please visit [COVID-19 Employer Information for Hotels, Resorts, and Lodges](#) on the CDC website.



## Employee Vaccination Information

The CDC has updated their [Advisory Committee on Immunization Practices \(ACIP\) Categories of Essential Workers](#) to include the “Traveler Accommodation” fields under Phase 1c of the COVID-19 vaccine distribution. CDC guidance encourages employers to consider implementing a workplace [COVID-19 vaccination program](#), including providing employees with information on the vaccine and where to receive the vaccination. In addition, the CDC suggests that employers consider hosting on-site vaccination clinics at the workplace and to contact the [health department in their jurisdiction](#) for guidance. If hosting an on-site vaccination clinic is not possible, please consider the following steps to encourage vaccination:

- ✓ Provide flexible HR policies for employees
- ✓ Utilize [posters](#), [flyers](#) and other communication tools to promote vaccine locations
- ✓ Share [fact sheets](#), articles and other information on the importance of vaccination

Please refer to the [CDC COVID-19 Vaccine Toolkit](#) and [FAQs about COVID-19 Vaccination in the Workplace: For Employers](#) for more information and resources on communicating with employees about getting vaccinated. This information is also available on the [AHLA Employee Safe Stay COVID-19 Vaccination Information](#) website.

Please refer to EEOC’s [What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws](#) for additional guidance.



## Face Coverings & Other Protective Steps

The use of [face coverings are required on property](#) in all indoor public spaces to ensure the safety for our employees and guests. In addition, [in accordance with CDC guidelines](#), face coverings should cover the nose and mouth and should be utilized in combination with the following steps including physical distancing at least 6 feet away from others, indoor air quality, avoid contact with people who are sick, wash your hands often with soap and water for at least 20 seconds, and use hand sanitizer if soap and water are not available. Please refer to [CDC’s Considerations for Wearing Masks](#) for more information on exceptions to the face covering requirement.



## 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 should be strongly considered in 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.



## 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 who have been in close contact with someone who has COVID-19 should refer to CDC guidance on [when to quarantine](#) as well as refer to local public health authorities on the recommended length of quarantine. Employees exhibiting symptoms of COVID-19 should immediately self-isolate and contact a manager, local public health authorities, and/or a healthcare provider. It is important to note the CDC continues to endorse a 14-day quarantine to ensure greatest chance for mitigating the spread of COVID-19. CDC does recognize, however, that certain considerations, including a lack of symptoms or a negative test result, can shorten the length of quarantine and recommends employees refer to local public health authorities on final decisions for length of quarantine. Ensure workers have information on their rights to a safe, healthy work environment as outlined in [OSHA’s Guidance on Returning to Work](#) and [Protecting Workers: Guidance on Mitigating and Preventing the Spread of COVID-19 in the Workplace](#).

# Employee & Guest Health *(continued)*

## Workplace Health & Safety Plan

In accordance with CDC guidelines, please review the CDC's [Guidance for Businesses & Employers](#) and OSHA's [Guidance on Mitigating and Preventing Spread of COVID-19 in the Workplace](#) for recommendations on protecting your employees, including COVID-19 prevention programs and training, enterprise-level hazard assessments of the workplace, [testing](#), supportive policies and practices for employees to allow for flexibility to manage family obligations and sick leave, solutions for employees in quarantine to continue work functions, and implementing policies that provide protections for workers at higher risk for severe illness when disclosed to management. Well-being checks of all employees, including virtual health checks, should include daily attesting and be carried out in accordance with CDC guidelines and/or as required by law. Information and training on the benefits and safety of vaccinations and guidance on screening, testing and vaccines should be available to employees in accordance with state and local guidance. Please refer to [CDC's General Business Frequently Asked Questions](#) and [Interim Guidance for SARS-CoV-2 Testing in Non-Healthcare Workplaces](#) for more information. In addition, please reference [EEOC's What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws](#) for additional information.

## 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).

AHLA requires [face coverings](#) in all indoor public spaces and practice social distancing in all common areas. The AHLA Safe Stay Guest Checklist includes:

- ✓ Require face coverings in all indoor public spaces and practice social distancing in all common areas.
- ✓ Choose contactless options, where available, including online reservations, check-ins, and payments.
- ✓ Consider request-only room cleaning to limit exposure in accordance with CDC guidelines. Ask the hotel about your options.
- ✓ Request contactless room service delivery.
- ✓ Refrain from traveling if you have, or recently had, any symptoms of COVID-19 or contact with anyone diagnosed with COVID-19.





# Employee's Responsibilities

For the latest CDC guidance for hotel staff, please visit [WHAT HOTEL, RESORT, AND LODGE WORKERS NEED TO KNOW ABOUT COVID-19](#) on the CDC website.



## 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

Every employee should receive COVID-19 safety and facility sanitation protocols training outlined by the CDC. Suitable for all employees, the [AHLEI COVID-19 Precautions online training course](#) addresses the necessary measures hotel associates should take as described by both the Safe Stay guidelines and the CDC. Hotels developing internal or accessing outside COVID-19 protocols training for their employees should ensure the concepts align with those in the CDC and Safe Stay guidelines.



## Front of the House Signage

[Signage that supports CDC health and safety recommendations](#) related to COVID-19 should be available in multiple languages and accessible to those with disabilities, and placed in the high-traffic areas on property, including the front lobby area at a minimum, indicating proper use of coverings, physical distancing and hygiene. Front and back of the house Safe Stay signage is available on the [AHLA website](#).



## Back of the House Signage

[Signage that supports CDC health and safety recommendations](#) related to COVID-19 and guidance on how to [avoid infection](#) should be available in multiple languages and accessible to those with disabilities, and placed at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Front and back of the house Safe Stay signage is available on the [AHLA website](#).



# 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 SARS-CoV-2, the virus that causes COVID-19 disease. 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. To ensure cleaning and disinfection protocols are met, monitor for compliance on a regular basis. For more information, please refer to [CDC's Guidelines on Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#) and [CDC's Cleaning and Disinfecting Your Facility](#).



## Guest Rooms

In accordance with the CDC guidelines for [Workers Information for Hotels, Resorts and Lodges](#), guestrooms occupied by the same customer over multiple days should not be cleaned daily, unless requested. The frequency of room cleaning during a guest's stay will be based on guest requirements. Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous 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. In accordance with CDC guidelines, Housekeeping staff should 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

Sheets, towels, and food & beverage linen are the items that are in closest contact with hotel guests, and 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 items and dry items completely. Items should be collected, processed and replenished in accordance with established [industry](#) and [CDC guidelines](#), including avoiding the shaking of dirty linens and bag it in the guest room to eliminate excess contact while being transported to the laundry facility. In addition, hotel staff should use appropriate personal protection items, training, and hand hygiene to ensure their safety, and the safety of their colleagues and guests.



## 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.



## Guest Elevators & Stairwells

Button panels and handrails should be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day. Also, consider strategies that minimize traffic in enclosed spaces, including limiting the number of people on an elevator at one time and designating directional signage in stairwells. For more information, please refer to CDC guidelines for [Employer Information for Hotels](#) and [Employer Information for Office Buildings](#).

*(Continued on next page)*

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



## Shared Equipment

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



## Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room 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 avoid serving traditional buffet service and also minimize dining items for increased sanitation. Traditional room service should be replaced with a no-contact delivery method. Enhanced cleaning and disinfecting of food contact surfaces and utensils, table linens 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 single-wrapped food items, prepackaged foods and 'grab & go' items should be the preferred method of food delivery.



## Indoor Air Quality & Water System Check

Indoor air quality measures have never been more important than during the COVID-19 pandemic. In addition to face coverings, physical distancing, and hand hygiene and disinfecting protocols, strong air ventilation and air quality is key for mitigating the spread of COVID-19. Properties should ensure ventilation systems operate accordingly to their original design and provide

acceptable indoor air quality for the current occupancy level for each space in accordance with [CDC's COVID-19 Employer Information for Office Buildings](#), including:

- ✓ Perform maintenance on air handling equipment and conduct a building systems inventory assessment
- ✓ Increase the percentage of outdoor air, (e.g., using economizer modes of HVAC operations) potentially as high as 100% (first verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor/indoor air quality considerations)
- ✓ Increase filtration efficiencies to the maximum supported by the equipment
- ✓ Consider using air cleaners with advanced filtration efficiency that have been tested to filter viruses, bacteria and ultrafine particles, such as high efficiency particulate air (HEPA) or disinfecting filtration system (DFS) units to remove contaminants in the air of poorly ventilated and high-risk areas
- ✓ Please refer to the [CDC's Guidance for Businesses & Employers](#) and [COVID-19 Employer Information for Office Buildings](#) for additional guidance on best practices

These ventilation guidelines assume other safety measures are in place, including social distancing, use of face coverings, and disinfecting protocols. While this guidance is scalable from small to large buildings, these recommendations might not be feasible for some facilities. In general, facility managers should prioritize common areas, meeting and event space, and multi-occupant back-of-house areas. For more information, please visit [OSHA's COVID-19 Guidance on Ventilation in the Workplace](#).

For additional recommendations and best practices, please refer to the [Safe Stay Indoor Air Quality Checklist](#).

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. For additional information, please visit [ASHRAE](#) for more information on building operations during the COVID-19 pandemic.

# Physical Distancing

## Physical Distancing & Queuing

As recommended by the [CDC's physical distancing guidelines](#), guests should be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas should be clearly marked for appropriate physical distancing, and encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote physical distancing. Minimize traffic in enclosed spaces, such as elevators and stairwells. [In accordance with CDC guidelines](#), limit the number of individuals in an elevator at one time and designating one directional stairwells, if possible.

## Guest Rooms

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

## Meeting and Events

Meetings, conventions and all other events should align with [CDC recommendations](#), including physical distancing, use of face coverings, contactless service offerings, cleaning and disinfecting guidelines, modified layouts and limiting capacity. Please display signage and messaging about proper hand hygiene and use of face coverings and other protective equipment, as well as promoting physical distancing. All meetings and events should operate in accordance with local and state law. Please refer to the [Safe Stay Meetings & Events Checklist](#) for additional recommendations.

## Hotel Front Desk, Concierge, and Parking Services

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

## Pools and Beaches

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

## Back of the House

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

*Hotel industry health and safety protocols will be updated in accordance with CDC guidelines as we learn more about COVID-19 and ways to combat it operationally for the safety of guests and employees.*





# ENHANCED INDUSTRY-WIDE HOTEL CLEANING CHECKLIST

## GUEST CONSIDERATIONS

- ☐ Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- ☐ Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.
- ☐ Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.
- ☐ An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (optional).
- ☐ Guests enter through doors that are open or are automated or manually operated by an employee (if possible/practical).
- ☐ Employees do not open the doors of guest vehicles and there are no valet services, unless requested or special circumstances.
- ☐ Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- ☐ If masks are required, the hotel displays signage prominently, outlining proper mask usage.
- ☐ Provide a spray bottle of sanitizer or wipes in each room for guest use (optional).
- ☐ Elevator button panels are sanitized at least once per hour, and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.
- ☐ Multi-use and unnecessary items and amenities are removed from guest rooms.
- ☐ Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible).
- ☐ Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- ☐ Dining services are updated to discontinue self-service buffets, using cafeteria style or grab-and-go services instead.
- ☐ The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

## EMPLOYEE CONSIDERATIONS

- ☐ Employees are educated on COVID-19 and all guest protocols and procedures.
- ☐ Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- ☐ Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- ☐ Housekeepers are required to wear masks and gloves, with eyewear highly recommended.
- ☐ Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- ☐ Employees are encouraged to check their temperature, including daily attestation, prior to their shift and not come to work if feeling sick. Ask employees if they are experiencing symptoms of COVID-19 (confidential medical record).

## CLEANING PROTOCOLS

- ☐ The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- ☐ EPA approved cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- ☐ Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.
- ☐ All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported.
- ☐ Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- ☐ The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- ☐ Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- ☐ The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued (optional).
- ☐ In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.
- ☐ The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- ☐ Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.

I, \_\_\_\_\_  
PRINT NAME

the \_\_\_\_\_  
JOB TITLE

at \_\_\_\_\_  
PROPERTY

located at \_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY / STATE / ZIP

certify that the above checked items are correct and accurate to the best of my knowledge.

\_\_\_\_\_  
SIGNATURE / DATE

Please complete, sign, and return this form and after verification of your membership, you will be sent a Safe Stay Certified window decal for website and promotional use.

ASSOCIATION NAME  
ADDRESS  
PHONE / EMAIL





# Guest Checklist

**Guest and Employee Safety is the Hotel Industry's Priority.  
Follow these 5 requirements to have a Safe Stay!**



**FACE COVERINGS REQUIRED.  
PRACTICE SOCIAL DISTANCING.**

Required in all indoor public spaces and common areas.



**CHOOSE CONTACTLESS OPTIONS, WHERE AVAILABLE.**

This includes online reservations, check-ins, and payments.



**CONSIDER REQUEST-ONLY ROOM CLEANING TO LIMIT  
EXPOSURE IN ACCORDANCE WITH CDC GUIDELINES.**

Ask your hotel about options.



**REQUEST CONTACTLESS ROOM SERVICE DELIVERY.**

Choose to have room service delivered outside of the guest room.



**REFRAIN FROM TRAVELING IF ILL.**

This includes if you have, or recently had, any symptoms of COVID-19 or contact with anyone diagnosed with COVID-19.



**ABOUT SAFE STAY**

"**Safe Stay**" is AHLA's initiative focused on enhanced hotel cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19. Safe Stay was created in accordance with guidance issued by public health authorities, including the Centers for Disease Control and Prevention (CDC).





# Meetings & Events Checklist



## **GUEST AND EMPLOYEE SAFETY IS THE HOTEL INDUSTRY'S PRIORITY.**

The industry's top priority is ensuring the safety of our guests and employees. As the COVID-19 vaccine becomes more widely available to the general public, and as the nation continues to move towards recovery, meetings and events will begin to safely resume.

The guidance below is a tool for long-term planning to ensure the best public health practices are utilized by businesses, organizations or individuals looking to host meetings and events in the future.

- ☒ **REQUIRE PHYSICAL DISTANCING AND THE USE OF FACE COVERINGS**
- ☒ **PROVIDE HAND SANITIZING STATIONS IN MEETING/EVENT SPACE**
- ☒ **ENSURE PROPER HYGIENE SIGNAGE IS VISIBLE FOR ALL ATTENDEES**
- ☒ **PROVIDE SAFETY PROTOCOLS & ENCOURAGE REGISTRATION FOR ATTENDEES IN ADVANCE**
- ☒ **OFFER CONTACTLESS OR LOW TOUCH CHECK-IN OPTIONS FOR MEETINGS & ASK FOR LOW-TOUCH OR NO-TOUCH FOOD SERVICE OPTIONS**
- ☒ **SET CAPACITY LIMITS IN ACCORDANCE WITH LOCAL/STATE GUIDANCE/LAW**
- ☒ **REQUEST LARGER MEETING ROOMS AND MODIFY SEATING TO MEET PHYSICAL DISTANCING RECOMMENDATIONS**
- ☒ **DESIGNATE ENTRY AND EXIT WAYS TO MANAGE THE FLOW OF ATTENDEES**
- ☒ **USE NEW TECHNOLOGIES TO FACILITATE HYBRID IN-PERSON/VIRTUAL MEETINGS**
- ☒ **ENSURE ROOM IS PROPERLY VENTILATED IN ACCORDANCE WITH CDC GUIDELINES, AND CONSIDER A HYBRID OF INDOOR/OUTDOOR EVENTS**

**Safe Stay** is AHLA's initiative focused on enhanced hotel cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19. Safe Stay was created in accordance with guidance issued by public health authorities, including the Centers for Disease Control and Prevention (CDC).

**Go LIVE Together** is comprised of leaders from across the diverse and vibrant live events ecosystem to drive local, state, and federal legislative actions that will not only be critical to our ability to put millions of people back to work, but also for our country's economic recovery.

For additional information, please visit: [\*\*CDC Events & Gatherings Readiness & Planning Tool\*\*](#) and [\*\*Events Industry Council Meetings & Events Guide\*\*](#)



# Indoor Air Quality Checklist

Properties should ensure ventilation systems operate properly in accordance with manufacturer, CDC and ASHRAE guidelines to provide acceptable indoor air quality in line with occupancy levels.



**SERVICE** Execute any deferred maintenance tasks on air handling equipment, conduct a building systems inventory, re-commission as required.



**FILTRATION** Check all filters and, where required, change old filters. Inspect filter racks for airtightness and potential bypass, upgrade to MERV 13 or better filtration efficiency as able.



**CONTROLS** Enable economizer mode, schedule ventilation two hours before and after occupancy, disable demand control ventilation.



**VENTILATION** Inspect and repair all ventilation dampers and control devices, ensuring no obstructions and full range of motion, maximize ventilation rates as equipment allows.



**MONITORING** Enable basic fault detection and diagnostics for air handling equipment as able, conduct a one-time air quality audit for regularly occupied areas.



**SUPPLEMENTAL AIR TREATMENT** Install portable air cleaners with suitable clean air delivery rate in areas with higher occupant densities or where social distancing may be difficult.

## ABOUT SAFE STAY

"**Safe Stay**" is AHLA's initiative focused on enhanced hotel cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19. Safe Stay was created in accordance with guidance issued by public health authorities, including the Centers for Disease Control and Prevention (CDC). To learn more about our industry-wide hotel cleaning guidelines, please visit [AHLA.com/SafeStay](https://www.ahla.com/SafeStay). For more information on ventilation and air quality recommendations, please visit [AHLA.com/safe-stay-ventilation-resources](https://www.ahla.com/safe-stay-ventilation-resources).





# Display Your Commitment to Safe Stay!

**From the front desk to the back of the house, show guests and staff your commitment to Safe Stay.**

Safe Stay signs, posters and decal designs are now available.

- Place a decal on your front door
- Set table top signs at your front desk
- Hang a 'mask required' poster for guests
- Post CDC hand washing tips for staff
- Download the Safe Stay logo for your website



## MATERIALS FOR GUESTS

### • Guest Checklist

Provide your valued guests with this simple checklist highlighting 5 practices for a Safe Stay

### • Mask Required Poster

Let your guests know that 'Masks Are Required' to protect their safety and the safety of your employees



Visit [AHLA.com/SafestayResources](https://www.ahla.com/safestayresources) to access these materials and more.

NOTE: Only available for AHLA members who endorse and implement the Safe Stay Guidelines at their hotels.

# SUPPORT A SAFE STAY,<sup>TM</sup> GET VACCINATED TODAY!



Hotels are at the front lines of serving people. Your health is essential. Getting the Covid-19 vaccine adds another layer of protection to help keep you, your team, guests and family safe.

**Get the vaccine when you're eligible!**

For information on vaccine availability and eligibility, please visit  
[AHLA.com/Safe-Stay-Vaccination-Center](https://www.ahla.com/Safe-Stay-Vaccination-Center)

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#### Legal Disclaimer

This information is intended solely for the purpose of providing the hotel industry with top line health and safety guidance during the reopening phase of the economy. The information provided is obtained from publicly available sources, including federal agencies and governmental entities, member companies, other leading trade associations and consultants.

The information contained in these guidelines is general in nature and should not be considered to be medical, legal, insurance or any other professional advice. In all cases you should consult with professional advisors familiar with your particular factual situation before making any decisions. While we have taken every precaution to ensure that the content of these guidelines is both current and accurate, errors can occur. AHLA and the AHLA Safe Stay Advisory Council assume no responsibility or liability for any errors or omissions in the content of these guidelines. The information contained in these guidelines is provided on an “as is” basis with no guarantees of completeness, accuracy, usefulness or timeliness and without any warranties of any kind whatsoever, express or implied.

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#### Back to Business Center Now Online

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



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