



ENHANCED INDUSTRY-WIDE HOTEL CLEANING & SAFETY GUIDELINES in response to COVID-19.

Contents

- [3 Safe Stay Online Course Info](#)
- [4 Safe Stay Advisory Council](#)
- [5 Safe Stay Endorsements](#)
- [6 Letter from AHLA President & CEO Chip Rogers](#)
- [7 Employee & Guest Health](#)
- [9 Employee Safety](#)
- [10 Cleaning & Disinfecting Products and Protocols](#)
- [12 Enhanced Industry-wide Hotel Cleaning Checklist](#)
- [13 Guest Checklist](#)
- [14 Meetings & Events](#)
- [15 Indoor Air Quality Checklist](#)
- [16 Safe Stay Property Signage and Vaccine Fliers](#)
- [18 Legal Disclaimer](#)



COVID-19 Precautions

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



COVID-19
OVERVIEW



HEALTH
REPORTING



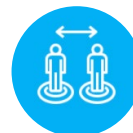
ACTIONS TO
STAY SAFER



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. The following health and safety guidelines represent best practices for the hotel industry, in accordance with CDC guidelines. It is anticipated that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be implemented 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	Marriott International
AAHOA	My Place Hotels
Aimbridge Hospitality	Noble Investment Group
Best Western Hotels & Resorts	Omni Hotels & Resorts
Choice Hotels International	Pebblebrook Hotel Trust
Davidson Hotels & Resorts	Radisson Hotel Group
G6 Hospitality LLC	Red Lion Hotels Corporation
Hersha Hospitality Trust	Red Roof
Hilton	Remington Hotels
Host Hotels	Sonesta
Hyatt Hotels Corporation	Vision Hospitality Group
InterContinental Hotels Group (IHG)	Walt Disney Parks & Resorts
Loews Hotels & Co.	Wyndham Hotels & Resorts
MGM 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)	

ASSOCIATION MEMBERS

Alabama Restaurant & Hospitality Alliance	Nevada Hotel and Lodging Association
Arizona Lodging & Tourism Association	New Jersey Hotel & Lodging Association
Arkansas Hospitality Association	Hotel Association of New York City, Inc.
California Hotel & Lodging Association	North Carolina Restaurant & Lodging Association
Colorado Hotel & Lodging Association	Ohio Hotel & Lodging Association
Connecticut Lodging Association	Oklahoma Hotel & Lodging Association
Delaware Hotel & Lodging Association	Oregon Restaurant & Lodging Association
Hotel Association of Washington DC	Pennsylvania Restaurant & Lodging Association
Florida Restaurant & Lodging Association	Rhode Island Hospitality Association
Georgia Hotel & Lodging Association	Sonesta
Hawaii Hotel Alliance	South Carolina Restaurant & 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
Louisiana Hotel & Lodging Association	Utah Tourism Industry Association
Hospitality Maine	Vermont Chamber of Commerce
MGM Resorts	Vermont Lodging Association
Maryland Hotel & Lodging Association	Virginia Restaurant, Lodging, & Travel Association
Massachusetts Lodging Association	Walt Disney Parks & Resorts
Michigan Restaurant & Lodging Association	Washington Hospitality Association
Hospitality Minnesota	West Virginia Hospitality & Travel Association
Montana Lodging & Hospitality Association	Wisconsin Hotel & Lodging Association
Nebraska Hotel & Lodging Association	Wyoming Lodging & Restaurant Association



Dear Valued Members and Industry Leaders,

Over 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 a [Safe Stay Guest Checklist](#) for guests on how to travel safely while also creating a standardized safety experience nationwide.
- Release a [Meetings and Events Checklist](#) to provide hotels with guidance on how to resume gatherings safely in accordance with state and local regulations.
- Provide a [Safe Stay Property Checklist](#) and [Safe Stay Training](#) for employees to ensure they are up to date on the latest cleaning and safety measures.

Throughout the pandemic our Safe Stay guidelines continued to evolve to align with the current environment and CDC guidelines, and the same will be true as we continue to safely welcome back employees and guests. While the COVID-19 vaccine provides our nation and our industry hope for recovery after a devastating year, we remain committed to doing our part to encourage all qualified individuals to get vaccinated to ensure the safety of our communities.

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 historic, industrywide commitment to our top priority – the health and safety of guests and employees – will continue to guide our industry through the next stages of recovery and beyond.

Sincerely,

Chip Rogers

AHLA President & CEO

Employee & Guest Health

For the latest CDC guidance for vaccinated individuals, please visit [When You've Been Fully Vaccinated](#) and [Interim Public Health Recommendations for Fully Vaccinated Individuals](#).



Employee Vaccination Information

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 Workers](#) 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.

The OSHA vaccine [FAQs](#) provides information about whether adverse reactions to the vaccine are recordable. In addition, please refer to CDC's [Post-vaccination Considerations for Workplaces](#) to help employers properly evaluate and manage employees who have signs and symptoms after receiving a COVID-19 vaccine.



Face Coverings & Other Protective Steps

Protocols related to face coverings and other protective measures will continue to evolve based on CDC guidance to ensure public safety. Please refer to current [CDC guidelines](#) when implementing a face mask policy on property, in compliance with local and state law. In addition, please refer to [CDC's Considerations for Wearing Masks](#) for more information.



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 and 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 be touchless where possible. As available, dispensers should be placed at key guest and employee entrances and contact areas.

(Continued on next page)

Employee & Guest Health (continued)

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. [CDC recommends](#) that fully vaccinated people who have a known exposure to someone suspected or confirmed COVID-19 should be tested 3-5 days after exposure, and to wear a mask in public indoor settings for 14 days or until they receive a negative test. 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. 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](#).

Workplace Health & Safety Plan

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. Consider health checks of all employees, including virtual health checks, and should 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 state and local requirements. The confidentiality of guests or employees suspected of being infected with 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). Please refer to [EEOC's What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws](#) for additional information.

Employee Safety

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



Hand Hygiene

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 hand 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, before a shift, and as needed throughout the shift.

[In accordance with CDC guidelines](#), employees should use hand sanitizer with at least 60% alcohol and cover all surfaces of the hands and rub them together until they feel dry. Housekeeping staff should clean hands or change gloves between cleaning guest rooms. When possible, employees should wear gloves for added protection and sanitation efforts while being mindful of unintentional cross-contamination. 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, accessible to those with disabilities, and placed in high-traffic areas on the property, including the front lobby area at a minimum, indicating proper use of face 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, accessible to those with disabilities, and placed at a minimum in the employee break room, 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. 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 and local infection risk 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](#), 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 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 and luggage racks.

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.



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.



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 vigorous shaking of dirty linens to eliminate excess contact while being transported to the laundry facility. In addition, hotel staff should use appropriate personal protective equipment (PPE), 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. 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 be provided on property in accordance with CDC guidance, including [Employer Information for Hotels, Resorts and Lodges](#), [Considerations for Restaurant and Bar Operators](#), and [Guidance for Organizing Large Events and Gatherings](#).



Meeting and Events

Meetings, conventions and all other events should align with [CDC recommendations](#). 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 [CDC Guidance for Large Events and Gatherings](#) and [Safe Stay Meetings & Events Checklist](#) for additional recommendations.



Indoor Air Quality & Water System Check

Indoor air quality measures have never been more important than during the COVID-19 pandemic. 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

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. Building water systems, water features (decorative fountains etc) and water amenities (pool and spa) that have remained idle for prolonged periods are at increased risk for Legionella contamination and can cause serious public health issues if not properly restarted. For additional information, please visit [ASHRAE](#) for more information on building operations during the COVID-19 pandemic.



ENHANCED INDUSTRY-WIDE HOTEL CLEANING CHECKLIST

GUEST CONSIDERATIONS

- ☐ Prominent signage is displayed, regarding hygiene practices and policies in all employee and guest common areas.
- ☐ Provide hand-sanitizer dispensers, touchless whenever possible, at primary guest entrances and contact areas.
- ☐ Display signage outlining proper mask usage on property.
- ☐ Housekeeping does not enter guest rooms during stay unless requested by guest.
- ☐ Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- ☐ The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

EMPLOYEE CONSIDERATIONS

- ☐ Grant paid time off for employees to get vaccinated.
- ☐ Instruct any workers who are infected, unvaccinated workers who have had close contact with someone who tested positive for SARS-CoV-2, and all workers with COVID-19 symptoms to stay home from work.
- ☐ Provide unvaccinated and otherwise at-risk workers with face coverings or surgical masks, unless their work task requires a respirator or other PPE.
- ☐ Educate and train workers on your COVID-19 policies and procedures using accessible formats and in language they understand.
- ☐ Implement protections from retaliation and set up an anonymous process for workers to voice concerns about COVID-19-related hazards.

CLEANING PROTOCOLS

- ☐ Frequent cleaning and disinfection in all public spaces, with an emphasis on frequent contact surfaces and objects.
- ☐ EPA approved cleaning and disinfection 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 in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported.
- ☐ Frequent cleaning and disinfection in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens.
- ☐ Shared tools and equipment are disinfected during and after each shift or anytime the equipment is transferred to a new employee.
- ☐ 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 hygiene OR cleaning and disinfection protocol (per county regulations, if applicable).
- ☐ 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 COVID-19 safety protocols.

I, _____ the _____
PRINT NAME 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

ASSOCIATION NAME
ADDRESS
PHONE / EMAIL

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.



Guest Checklist

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



**ABIDE BY PROPERTY FACE COVERINGS &
PHYSICAL DISTANCING REQUIREMENTS.**



CHOOSE CONTACTLESS OPTIONS, WHERE AVAILABLE.
This includes online reservations, check-ins, and payments.



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

Ask your hotel about options.



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 is a tool to ensure the best public health practices are utilized by businesses, organizations or individuals looking to host meetings and events.

- ☒ **REQUIRE PHYSICAL DISTANCING AND THE USE OF FACE COVERINGS IN ACCORDANCE WITH CDC GUIDELINES & LOCAL LAW**
- ☒ **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**
- ☒ **FREQUENT CLEANING AND DISINFECTION OF HIGH-TOUCH SURFACES AND OBJECTS**

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 physical 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).





This property
is committed to
Safe Stay enhanced
cleaning guidelines.

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
- Download the Safe Stay logo for your website



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,[™] 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.

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

SUPPORT A SAFE STAY,[™] 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.



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



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.

In no event will any of the authors, contributors, administrators or anyone else connected with AHLA or the AHLA Safe Stay Advisory Council, in any way whatsoever, be liable to you, or anyone else, for your use of the information contained in these guidelines, or for any decision(s) made or action(s) taken in reliance upon the information contained in these guidelines, or for any direct, indirect, incidental, special, exemplary, punitive, consequential or other damages whatsoever whether in an action of contract, statute, tort or otherwise, relating to the use of these guidelines.

Certain links in these guidelines lead to sites maintained by organizations or entities over which AHLA and the AHLA Safe Stay Advisory Council have no control. Any such links are provided for your convenience only, and AHLA and the AHLA Safe Stay Advisory Council make no representations or warranties regarding the accuracy, usefulness, completeness, appropriateness or any other aspect of the information located on such sites.

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)