



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

# Contents

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- [3 Safe Stay Advisory Council](#)
- [4 Safe Stay Endorsements](#)
- [5 Letter from AHLA President & CEO Chip Rogers](#)
- [6 Employee & Guest Health](#)
- [8 Employee Safety](#)
- [9 Cleaning & Disinfecting Products and Protocols](#)
- [11 Legal Disclaimer](#)

# 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                               | MGM Resorts                 |
| 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     |
| Four Seasons 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    |



## 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 Sales and Marketing Association International (HSMIAI)	U.S. Travel Association

### 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,

At the onset of the COVID-19 pandemic, the American Hotel & Lodging Association (AHLA) launched [Safe Stay](#) – a unified industry commitment to enhanced cleaning measures and safety guidelines to help us meet and exceed challenges presented by the coronavirus pandemic. Over the last two years, this approach has ensured the safety of hotel guests and employees while adhering to guidance from public health agencies.

The pandemic has fundamentally changed business and consumer behavior. While practices from this period will continue to evolve, COVID-19 has made an indelible mark on travel, including the industry's health and safety protocols, and [Safe Stay](#) will help meet travelers' expectations as we move beyond the pandemic. Additionally, as the industry continues to look toward the future well-being of its customers and employees, Safe Stay will focus on safety issues beyond pandemic response.

Our Safe Stay Advisory Council, comprised of public health authorities and industry leaders, has continually updated these resources and guidelines throughout the pandemic to promote safe travel while creating a unified set of safety guidelines. We are proud to have all major U.S. hotel brands, 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.

Although full recovery is still several years away, we remain committed to this historic, industrywide effort to ensure the health and safety of guests and employees as we guide our industry through this post-pandemic phase.

Sincerely,

A handwritten signature in black ink that reads "Chip Rogers". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Chip Rogers**

AHLA President & CEO

# Employee & Guest Health

For the latest CDC guidance for businesses please visit [CDC Workplaces and Businesses: Workplace Prevention Strategies](#).



## Employee Vaccination Information

CDC guidance encourages employers to consider implementing a workplace [COVID-19 vaccination program](#), including providing employees with information on the vaccine, where to receive the vaccination and to contact the [health department in their jurisdiction](#) for guidance. 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 Workplace Vaccination Program](#) and the [US Occupational Safety and Health Administration](#) for more information and resources on communicating with employees about getting vaccinated.

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

In addition, please refer to CDC's [Guidance for Businesses and Employers Responding to Coronavirus](#) for information on how to help properly evaluate and manage employees who have signs and symptoms of COVID-19.



## 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](#) provide recommendations for 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 are 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.

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# Employee & Guest Health *(continued)*

## **Workplace Health Concerns**

Responding swiftly to any presumed cases of COVID-19 at the hotel property should be a staff-wide requirement. Refer to [CDC guidance](#) on symptoms of COVID-19 and recommendations on testing. 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. 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](#). For workplace guidance Please review the [CDC's Guidance for Workplace and Businesses](#) and OSHA's [Guidance on Mitigating and Preventing Spread of COVID-19 in the Workplace](#) for recommendations on protecting your employees. Please refer to [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.

It is recommended that confirmed cases of COVID-19 be 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 businesses, please visit [CDC Workplaces and Businesses: Workplace Prevention Strategies](#).



## 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.



## 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, back of house areas with high employee frequency. Front and back of the house Safe Stay signage is available on the [AHLA website](#).

## SAFETY TIPS



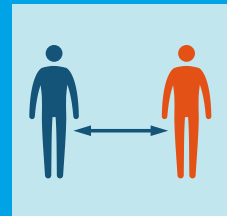
GETTING THE COVID-19 VACCINE PROTECTS YOU, YOUR COWORKERS AND YOUR FAMILY



FACE COVERINGS BASED ON CDC GUIDANCE AND LOCAL LAW



WASH HANDS WITH SOAP AND WATER OR HAND SANITIZER FOR AT LEAST 20 SECONDS



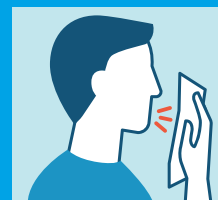
KEEP A SAFE DISTANCE FROM OTHERS



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



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



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



DISPLAY SAFE STAY SIGNAGE ON-SITE AT YOUR PROPERTY



# 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, or alcohol solutions with at least 60% alcohol in accordance with CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. 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.

## Cleaning Facilities and Common 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, stairwells, 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

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 areas, 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.

## 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, and limiting 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. These safety measures are effective to prevention spread of other infectious disease, including [Monkeypox](#).

## 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.

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



## Food & Beverage

Food and beverage service should be provided on property in accordance with CDC guidance, including [Food Safety](#), and [Guidance for Activities and Gatherings](#).



## Meeting and Events

Meetings, conventions and all other events should align with [CDC recommendations](#). All meetings and events should operate in accordance with local and state law. See [Safe Stay Meetings and Events Checklist](#) for additional information.



## Indoor Air Quality

Indoor air quality can be improved in two important ways: ventilation and filtration. Ventilation relies on air flow from outdoor air to replace indoor air. Filtration filters disinfect the air that is already in the facility or space. Components of a IAQ improvement program may include:

- ✓ Ventilation systems
- ✓ Filtration, including portable air filters or purifiers
- ✓ IAQ monitoring
- ✓ Humidity monitoring
- ✓ Building inspection and certification

Properties should ensure ventilation systems operate according to their original design and provide acceptable indoor air quality for the current occupancy level for each space in accordance with CDC Guidance, 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). [See Ventilation in Buildings | CDC](#).
- ✓ Increase filtration efficiencies
- ✓ 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

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.

Resources:

- [OSHA's COVID-19 Guidance on Ventilation in the Workplace](#)
- [American Society of Heating, Refrigerating, and Air-Conditioning Engineers \(ASHRAE\) Guidance for Building Operations During the COVID-19 Pandemic](#)
- [US Environmental Protection Agency Indoor Air and Coronavirus \(COVID-19\) guidance](#)
- [CDC recommendations on ventilation in buildings](#)

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



#### 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, workplace protocol guidance provided by leading AHLA Premier Partners, Allied Plus and Allied Members. Visit [AHLA.com/Back-Business-Center](https://www.ahla.com/Back-Business-Center).



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