



HOTEL ROOM CLEANING PRACTICES REFLECT GUEST PREFERENCES

Pandemic-era CDC guidance for hotel employees said hotel rooms occupied by the same customer over multiple days should not be cleaned daily, unless requested. And recent surveys show that while most Americans don't want daily room cleaning during their next hotel stay, the vast majority of hotels provide those services upon request.

GUEST HOUSEKEEPING PREFERENCES

**NEARLY
7 IN 10**

adults say they do not want daily room cleaning at their next hotel stay.[^]

- 38% only when requested
- 19% at the conclusion of their stay
- 12% no preference

SNAPSHOT: FRONT DESK FEEDBACK

93% of hotels provide daily room cleaning upon request.*

OUR COMMITMENT TO EMPLOYEE AND GUEST SAFETY AND HEALTH

The hotel industry continues to closely follow CDC guidelines as part of our [Safe Stay](#) program. Safe Stay is an industry-wide initiative focused on enhanced hotel cleaning practices, social interactions and workplace protocols to meet the health and safety challenges and expectations presented by COVID-19.

^Survey Methodology: This poll was conducted by Morning Consult on behalf of AHLA. The survey was conducted February 23-25, 2022, among a national sample of 2,210 adults. The interviews were conducted online, and the data were weighted to approximate a target sample of adults based on age, educational attainment, gender, race, and region. Results from the survey have a margin of error of plus or minus 2 percentage points.

***Survey Methodology:** This poll was conducted by the American Hotel and Lodging Association (AHLA). The survey was conducted in March 2022 among a sample of more than 500 AHLA members.