

HOTEL PROTOCOL– POST COVID -19

COVID-19 CONTAGION RISK REDUCTION PROTOCOL IN SPANISH HOTELS
May 2020

The Secretary of State for Tourism, together with the ICTE (Instituto para la Calidad Turística Española - Spanish Institute for Tourism Quality) and the Spanish Regions, has developed a health and safety protocol in order to prepare the reopening of the hotel sector, minimizing the risk of contagion.

See below the guidelines and recommendations applicable to hotels and tourist apartments as containment measures are gradually relaxed.

General Requirements

- Hotels must have face masks, disposable gloves and contact thermometer
- Need to organise workplace design and improve the flow of people in order to minimize transmission
- Ensure workplaces are clean, sanitized and highly ventilated
- Promote hand-washing by employees
- Employees uniform washing at 60°
- Evaluate the vulnerable workers attendance
- Provide up-to-date training and clear indications to employees
- Guests will stay in the room during the room cleaning service to ensure protection measures
- Ensure safety in the common use facilities for employees: dining rooms and rest areas

The current COVID-19 context requires establishing protocols so that the reopening of the facilities does not increase the risk of contagion, as well as establishing the necessary protection measures for workers in this sector.



Security Measures in Hotel Services

The following precautionary measures must be met:

Front Desk

- Reduce **maximum allowed capacity**
- Keep **physical distancing**
- Install **safety screen partitions** between employees and customers and **visual instructions** stickers
- Ensure **daily cleaning** and sanitizing
- **Card payment** is recommended
- Avoid **valet parking**

Restaurant & Bar

- “Contagion risk reduction measures in **restaurants**” will apply
- Buffet: promote **individual packaging** and **safety screen partitions**
- **Remove shared use items**: oil and vinegar dispenser, sugar bowl and decorative items
- **Lines in corridors** to avoid crowds are suggested

Room Service

- Apply appropriate protection measures
- Use of face **masks** and disposable **gloves**
- **Sanitize dishes** in the dishwasher
- Establish protocol for **waste removal**

Accommodation

- Reduce use of **textile and decorative** elements
- **Touchless trash cans** or trash cans with lid and food pedal
- **Cleaning** and disinfection of all elements (dryer, hangers, blankets)
- Avoid **ironing** service

Common areas

- Reduce **maximum allowed capacity**
- Ensure common areas are **sanitized and highly ventilated**
- Use of **disposable items**
- Strict measures for **gyms**. It is recommended to keep gyms closed if these measures cannot be met
- **Swimming pool & Spa**: “Contagion risk reduction measures in spas” will apply

Events and Recreational Activities

- Reduce **maximum allowed capacity**
- Ensure **physical distancing at all times**: arrival, breaks, lunch/dinner, finalization
- **Events** to be held **outdoors** whenever it is possible

Cleaning and Disinfection Recommendations

Hotels must review and adjust their cleaning and disinfection plan taking into consideration the identified risks assessment. The plan must consider at least:

General Requirements

- **Increase** cleaning **frequency** with disinfecting products, especially in areas with high contact
- Keep indoor spaces highly **ventilated**
- Cleaning and disinfection of cleaning **trolleys** after each shift
- Keep a daily **cleaning record**

Kitchen Cleaning

- APPCC criteria updated according to COVID-19 will apply
- “Contagion risk reduction measures by SARS-COV-2 in food services” will apply

Room cleaning

- Thorough cleaning of **surfaces**
- Avoid **cross contamination** of textiles
- Avoid **minibar** in the room if cleaning between guests is not guaranteed
- Service to be completed without the presence of guests

Textile cleaning

- **Isolate** “dirty” textile
- **Avoid shaking** them
- **Hand washing** after manipulation
- Wash **textiles at 60°**

Maintenance Requirements

A specific protocol must be in place for maintenance personnel to enter the rooms while the client is in the room only when strictly necessary.

Maintenance Requirements

- Maintenance employees must protect themselves with personal protective equipment (PPE)
- If maintenance works affects the rooms, physical contact with guests should be avoided
- After maintenance work is completed, employees will dispose the PPE according to the contingency plan
- Particular attention should be paid to cleaning filters and other air conditioning systems components

The correct placement of the PPE is essential to avoid possible routes of entry of the biological agent; equally important is the removal of the same to avoid contact with contaminated areas and / or dispersion of the infectious agent. PPE must be disposed of safely, in closed bags to be disposed of in the waste container (not the recycling container).

Complete document by the [ICTE](#) and in collaboration with [CEHAT](#) can be downloaded [here](#)



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