

# **HOTEL PROTOCOL– POST COVID -19**

COVID-19 CONTAGION RISK REDUCTION PROTOCOL  
IN SPANISH AND PORTUGUESE HOTELS  
Update June 2020

# HOTEL PROTOCOL - SPAIN

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

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](#)



# HOTEL PROTOCOL - PORTUGAL

# “Clean and Safe” Stamp for Hotels

Turismo de Portugal has created a health and safety protocol to distinguish hotels which are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19.

See below the guidelines and recommendations applicable to hotels and tourist apartments

## Information available to all customers

- How to take basic precautions relating to the COVID-19 coronavirus outbreak
- Internal rules relating to the COVID-19 coronavirus outbreak

## Provide up-to-date training to all employees

- Internal rules relating to the COVID-19 coronavirus outbreak
- How to take basic precautions, including hand disinfection, breath etiquette and social behaviour
- How to self-check daily for fever, coughing or difficulty in breathing
- How to comply with guidelines for cleaning surfaces and dealing with clothing at work

## The Establishment ensures

- There will be an employee responsible for following the procedures in the event of a suspected case
- The isolation area will be decontaminated after a positive or suspected case on infection
- The storage of waste produced by those suspected of infection will be placed in plastic bags and disposed by a licensed provider that deals with the management of hospital bio-hazardous material
- Daily self-assessment aimed at measuring fever and check if your colleagues have a cough or breathing difficulties



# “Clean & Safe” Stamp for Hotels

The following precautionary measures must be met:

## The Establishment Assures

- All surfaces where people, employees and clients have contact are washed and disinfected
- All surfaces and objects liable to be touched are cleaned several times a day
- Preference will be given to damp cleaning
- Enclosed offices and spaces shall be aired regularly
- Kitchen and restaurant: an increase in cleaning of utensils, equipment and surfaces will be implemented
- Kitchen and restaurant: avoidance of direct handling of food by clients and employees

## The Establishment has

- Personal Protection Equipment (PPE) for all the employees and clients (maximum capacity)
- Single use cleaning materials in stock: disinfectant wipes, bleach and 70° alcohol
- Alcohol based antiseptic dispensers at each floor and at the entrance of the restaurants, bars and shared toilet facilities
- Touchless trash cans or trash cans with lid and food pedal
- A room to isolate people suspected or infected with the COVID-19 virus
- Liquid soap and paper towels should be available in the toilets

## Internal Protocol for Cleaning and Sanitation

- Changing bed linen and cleaning in the rooms will be carried out in two stages with spaced intervals
- The removal of bed linen and towels is performed without shaking, rolling it from the outside in, avoiding contact with the body and taking it directly to the washing machine
- Wash bed linen/towels and employee uniforms separately and at 60° C

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