

HOTEL AND TOURIST APARTMENT GUIDELINES



Counters and other surfaces for communal use **disinfected** at least **once a day**



Container with **disinfectant for keys** after use



The use of **disinfecting floor mats** at the entrance is recommended



Safe handling of luggage



Avoid handling **guests' automobiles**



Elevators exclusively for the use of **members of the same family unit**



Guarantee of disinfection measures when assigning rooms



Reduced use of textiles, amenities and decoration in rooms



Disinfection of elements such as clothes hangers, hair dryers and dispensers



Protection of blankets and pillows stored in closets



Limitation of ironing services



Room service: protocol for collecting waste



Risk assessment, **distribution of meeting materials:** not recommended

1. The following prevention measures should be followed: counters should be wiped and disinfected at least daily, based on the amount of customer traffic. The computer or any other element used (for example, the telephone) should be cleaned and disinfected at the start and end of the work shift; the provision of earphones and headsets for individual use is recommended. The Point-of-Sale Terminal (POST) should be disinfected after each use whenever there is contact.
2. The following prevention measures should be observed: if there are cards or keys, they should be placed in a container with disinfectant at the end of the guest's stay or after each use if they are left at the reception desk.
3. It is recommended that disinfecting floor mats be placed at the entrance to the hotel.
4. When the staff provides the service of carrying the customer's luggage, this should be done under safe conditions. To do so, the staff member should have disposable gloves and/or disinfectant wipes to clean straps, handles, etc.
5. As for parking, handling of guests' cars should be avoided by the staff.
6. The maximum capacity of elevators should be determined and communicated to customers. The rule of not allowing them to be used by members of different family groups, except when masks are worn, should be applied.
7. Room assignments should be made guaranteeing the application of the required hygiene and disinfection measures.
8. The rooms should meet the following specific requirements: a reduction of textiles (including rugs) in the room, decorative objects and amenities should be analysed in order to act according to the contingency plan defined.
9. The rooms should meet the following specific requirements: if there is a hair dryer in the room, it should be cleaned (including the filter) when the guest leaves. Hangers, unless sealed, should be disinfected when the guest leaves.
10. The rooms, should meet the following specific requirements blankets and pillows stored in the closets should be protected.
11. The rooms should meet the following specific requirements: ironing services should be limited.
12. In the case of room service, if servers go into the room, they should use gloves to enter and deliver the food as well as to remove the dishes. Furthermore: servers should wear a mask if they cannot maintain the safety distance with the guest; serving items (including trays and plate covers) should be washed in the dishwasher; a protocol should be defined for removal of the waste, which should be communicated to the customer.
13. When the competent authority allows events to be held, and without prejudice to any provisions established to this effect, each establishment should define the areas where events can be held, taking note of the risk assessment carried out. Events should be designed and planned in a way that makes it possible to control the number of attendees and respect the minimum safety distances between people upon arrival, during breaks, in meal and beverage service and at the end of the event. If the safety distance cannot be ensured, masks should be worn. The distribution of meeting materials (paper, pens, water bottles, etc.) should be assessed.