

HOTELS

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

FRONT SERVICES

- Bell attendance PPE to include gloves: do not accompany guest in elevator.
- Bell equipment sanitized after each use

VALET

- Recommend suspending valet services

FRONT DESK AND CONCIERGE

- **Employees use separate stations.** Contactless pay option where possible. Sanitize counter and guest supplies between each use. Key Cards sanitized before restocking and issued with protector sleeve where possible.
- **Business Center** to be either closed or manned with regular sanitization between uses.

HOUSEKEEPING

- **Public Areas Disinfection Protocol.** Washrooms, elevators, public area high touch furnishings, fixtures, railings, counters, desk surfaces and amenities to be sanitized hourly.
- **Office Spaces** to be cleaned and sanitized after each shift.
- **In-Room Collateral** to be disposable or electronically displayed where possible.
- **Minimize Guest Contact** by cleaning only when guests are not present with particular attention to high touch surfaces.
- **Housekeepers to wear Disposable Gloves**
- **Guest Linen** to be pulled and directly placed into single use bags before leaving room if possible.
- **Housekeeping carts** to be sanitized after each shift.
- Recommend adding toiletry kit to in room amenity offering to include Face Masks and Personal Hand Sanitizer per guest.
- **Develop a room recovery SOP** that safely guides employees through recovering a guest room's sterile environment after a confirmed case of COVID-19.

- **Required: Event Notification:** If alerted to a case of COVID-19 that is or was a guest in one of the rooms, the hotel management will immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both the guests and hotel employees. There will be additional focused cleaning and disinfecting protocol of the common areas of the hotel as well as the areas known the guest has been frequenting during their stay. The hotel is to seal the guest's room (e.g., preventing entry by staff or others) and undertake a room recovery protocol that is designed to clean and effectively disinfect everything in the room including sanitizing the air by a fully protected trained cleaning recovery team.
- Recommend "contact free" pickup and delivery of laundry and dry cleaning.

ROOM SERVICE

- **Room Service and other delivery requested services:** Suggest offering contact-free delivery and pick up service utilizing Cart Service parked outside of room door with complete setup in place for room charge. Employee announces delivery through the door, steps back, allows guest to confirm order at a distance. When finished, guest calls for pick up and rolls cart outside the room.
- **Sanitize all carts and service ware** before utilization.
- **Suspend Self-Serve Ice Machine** and place signage for Ice to be Ordered through Guest Service for "contact free" delivery.

EMPLOYEE BREAK AND DINING AREAS

- **Stagger Employees breaks** to meet restaurant social distancing protocols.
- **Follow protocols applicable to Restaurants & Bars.**

SPA & HAIR SALONS

- SPA, Salon and Fitness Center are recommended to be suspended at this time.

ENGINEERING

- **Sanitize all surfaces after repairs and maintenance.** Sanitize all equipment, work surfaces and storage after use.

SECURITY

- Install thermal cameras at main entrance of hotels with more than 100 rooms. Minimize hotel entry points.
- Security to assist with Thermal Screenings and isolating/redirecting guest to appropriate Medical care with PPE when denied entrance to property or venue.

- COVID-19 action to be taken. Assist in the securing of the room of COVID-19 positive guest and trace activities to include contacts and locations that they came in contact with. Assist local authorities in providing such information and assist with contact tracing and DPHSS/CDC protocols.
- Security Officers to assist with enforcing physical social distancing guidelines, such as guest queuing areas and common areas.
- Recommend increased security patrols of entrance and exit points.
- Recommend personal hand sanitizer when on patrol and PPE for Security to include Face Shields when dealing with confrontations.

PUBLIC AREAS

- Pool Seating to be spaced 6 ft apart.

References:

Cozan O'Conner. After the COVID-19 Pandemic: Planning Now for The Return to Occupancy. Guidelines Prepared by Cozen O'Connor for the American Hotel and Lodging Association. April 14, 2020

Guam Hotel & Restaurant Association. COVID-19 Resources Beyond the Curve: Reopening Guidelines for Hotels. 2020

Wynn Resorts. Wynn Las Vegas Health & Sanitation Guidelines. Ver. 2.2. 2020.

