

**COVID-19**

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**HOTEL OPERATIONS  
GUIDELINES**

## **Positioning Statement**

Our shared commitment to cleanliness and safety during the coronavirus (COVID-19) pandemic remains our top priority. We know that the health, safety and comfort of our guests continues to be on everyone's mind.

Enclosed is guidance for the Hotel. It contains a strong emphasis on consistency in delivering a clean and sterile environment.

The Hotel's management company, Driftwood Hospitality, is working in conjunction with its brands, the American Hotel and Lodging Association along with input from public health experts, scientists, and medical leaders to develop a series of best practices for the industry, including the following:

- Enhanced cleaning standards throughout the hotel, including guest rooms, meeting spaces, common areas, and back-of-house spaces
- Superior cleaning products with a greater concentration of bacteria-killing ingredients, in accordance with CDC guidelines

## **Hand Sanitizing**

- Touchless hand sanitizing stations throughout the Hotel.
- Location of these stations will be in both the front and back of house
- In addition to hand sanitizing stations, all back of house areas will include posters that explain proper hand washing techniques

## **Personal Protective Equipment (PPE)**

- The Hotel will follow locally mandated guidelines.
- PPE will be available for all associates. This is to include gloves and single use masks.

## **Public Space Cleaning**

- Public Space cleaning will be conducted every 2-4 hours and will focus on high touchpoint surfaces, use the approved peroxide cleaner from Ecolab on those surfaces.
- A peroxide cleaner will be used in public spaces only and not on any fabric or upholstery.
- The chemical has a 45 second disinfection time and must remain on the surface to be disinfected for that entire duration.
- Electrostatic disinfection will be done at least twice per day (see electrostatic section at the end of this document)

## **Guest Room Cleaning**

- Guest rooms will only receive housekeeping services after the 4<sup>th</sup> night stay unless a guest requests in-stay service.

- Restocking of amenities and changing of linens will be at the request of the guest. In filling these requests all team members must wear proper PPE.
- All full service and checkout rooms will be cleaned with the following touchpoints in mind.
  - Doorknobs
  - Light switches
  - Thermostat
  - Phone
  - TV and remote control
  - Safety latch and peephole
  - Chair armrests
  - Toilet flush lever
  - Shower handles
  - Safe and lock
  - Luggage rack
  - Iron
  - Compendium
  - Drawers (inside/out)
  - Nightstands
- Electrostatic disinfection will be the last step in the room cleaning process.
- The following housekeeping timing should be communicated to the guest at check in with a predetermined script.

### **Housekeeping Services Script**

*“With the threat of COVID-19 virus we are taking every measure to ensure the safety of each and every guest. In order to protect both guests and staff members we are instituting new housekeeping standards for the duration of the pandemic. In an effort to keep both guests and staff members healthy, daily housekeeping will not be available. All rooms will be marked as no service and replacements amenities will only be available upon request with the hotel staff. If your stay does exceed 4 nights then the hotel will offer full service on the 4<sup>th</sup> day. If you are in need of anything during the stay, please call down to the front desk or utilize our text messaging system to ask any questions.”*

### **Laundry**

- Laundry will continue to be serviced in accordance with brand standards.

### **Electrostatic Sprayers**

- All hotels will be receiving handheld and back unit electrostatic sprayers; these are to be used to sanitize public areas and guest rooms
- Handheld units will be used in guest rooms and backpack units will be used for public areas.
- For understanding what the electrostatic sprayer does please refer to this video:  
<https://www.youtube.com/watch?v=oNAXfSoxQsg&list=PLxVpCWrl084zatfn8PkaQfn5EXPZJDjlq&index=30>

The Operations Guidelines will be supplemented as more information comes out.