



Preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19

(I) Background

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

(II) Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units (henceforth, 'hotels') to prevent spread of COVID-19.

(iii) Declaration

In accordance to a **notification dated June 4, 2020 issued by Ministry of Health & Family Welfare G.O.I**, we **(HOTEL RATAN VILAS, JODHPUR)** while taking a guest's booking confirm our preparation to implement the required **SOP** on preventive measures in order to contain the spread of COVID-19.

We will close the hotel and release all the bookings (with no cancellation charges / full refund) if at any point of time our property comes under a containment zone.

(IV) Generic preventive measures

(A) Persons above 65 years of age, persons with co-morbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. All guests are to be advised accordingly.

(B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) at all times.

Inclusions:

- 1) Physical distancing of at least 6 feet to be followed as far as feasible.
- 2) Use of face covers/masks to be made mandatory.
- 3) Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- 4) Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- 5) Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- 6) Spitting shall be strictly prohibited.
- 7) Installation and use of Aarogya Setu App shall be advised to all.



(V) SOP

- 1) Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- 2) Only asymptomatic staff and guests shall be allowed.
- 3) All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- 4) Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- 5) Staff should additionally wear gloves and take other required precautionary measures.
- 6) All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.
- 7) Proper crowd management in the hotel as well as in outside premises like parking lot, duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- 8) Separate entry and exits for guests, staff and goods/supplies shall be organized. It is mandatory to maintain physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible.
- 9) Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- 10) Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- 11) Hand sanitizers must be kept at the reception for guests to use. Guests will be requested to sanitize their hands before and after filling relevant forms including A&D register.
- 12) Luggage should be disinfected before sending the luggage to rooms.
- 13) Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions will be advised to take extra precautions.
- 14) Guests should be advised not to visit areas falling within containment zone
- 15) Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- 15) Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. to be made available to the staff as well as the guests.

For the restaurant/dining room following guidelines shall be followed:

- 1) Seating arrangement in the restaurant to be made in such a way that adequate social distancing is maintained.
- 2) Disposable menus are advised to be used.
- 3) Instead of cloth napkins, use of good quality disposable paper napkins.
- 4) Buffet service should also follow social distancing norms among guests.
- 5) For Room service orders – the food delivery personnel should leave the tray at the door and not hand it directly to the guest.
- 6) For room service, communication between guests and in-house staff should be through intercom/ mobile phone.



For air-conditioning/ventilation, the guidelines of CPWD shall be followed which emphasizes that the temperature setting of all air conditioning devices should be in the range of 24 degree C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.

Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (doorknobs, handrails, benches, washroom fixtures, etc. to be made mandatory in all guest service area and common areas.

Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.

Deep cleaning of all washrooms shall be ensured at regular intervals.

Rooms and other service area shall be sanitized each time a guest leaves.

In the kitchen, the staff should follow social distancing norms at workplace. Kitchen area must be sanitized at regular intervals.

In case of a suspect or confirmed case in the premises:

- 1) Place the ill person in a room or area where they are isolated from others.
- 2) Provide a mask/face cover till such time he/she is examined by a doctor.
- 3) Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- 4) A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- 5) Disinfection of the premises to be taken up if the person is found positive.

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