Ministry of Health & Family Welfare
Government of India

Guidelines on preventive measures to contain spread of COVID-19

Hotels

11th June 2020

Need for Covid Appropriate Behaviour

Every individual is at risk

If infected , you may spread infection to others in crowded places
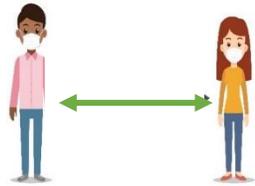
You may put your family members at risk

You may particularly put elders in your family at risk

As we progress in Unlock 1.0, to contain the spread of COVID-19 , we need to follow Covid Appropriate Behavior at all times

Generic Preventive Measures

Use face covers/masks

Maintain adequate social distancing

Wash hands with soap/ sanitizers (as required)

Respiratory etiquettes
- Cover mouth & nose with tissue/ handkerchief/ flexed elbow
- Dispose off used tissues properly

Spitting is strictly prohibited

Thermal screening of all entrants and staff

Maintain 6ft distance while queuing for entry in public places

Staggering of visitors/patrons

Generic Preventive Measures

Self-monitor health
(Guest and staff)

Aarogya Setu app
(Recommended to Install & Use)

Immediate report illness
(To state and district helpline)

Large gatherings/ congregation prohibited

Who are advised to stay at home?

People aged more than 65 years

Children aged less than 10 years

Pregnant Women

Persons with comorbidities such as hypertension, diabetes, etc

Except for essential and health purposes

Hotels – Specific Measures

Mandatory sanitizer dispensers and thermal screening provisions at entrance
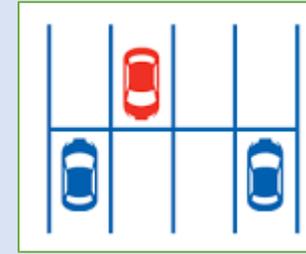
Only asymptomatic staff/guests allowed

Workers/Customers /Visitors/Staff to be allowed entry only if wearing masks
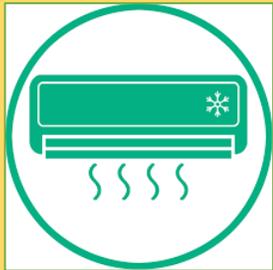
Separate entry and exit for guests, staff and goods/supplies

Specific markings with sufficient distance for queue management and social distancing norms

Proper Crowd Management in hotel & outside the premises like parking lot

Air-conditioning
(Temp of 24–30⁰C, Relative humidity of 40–70%, Intake of fresh air, Cross ventilation)

Posters/ standees/ AV media on COVID preventive measures displayed at all times

Effective and frequent sanitation *(esp. lavatories, drinking and hand/foot washing stations)*

Cleaning and regular disinfection *(using 1% sodium hypochlorite of frequently touched surfaces)*

Deep cleaning of washrooms

Safe Disposal of face covers/ masks/gloves

Hotels – Specific Measures

Avoid front-line work and take extra precaution for high risk employee
(older, pregnant employees and employees with underlying medical conditions)

Staff to additionally wear hand gloves

Valet parking operational
(Face covers/ masks & gloves for staff and disinfection of steering, door handles, keys)

Restricted number of people in elevators
Use of escalators with one person on alternate steps

Adequate Manpower to be deployed by Hotels for ensuring social distancing norms

Hand sanitizers to be kept at reception for guests to use before filling forms and A&D register

Travel history, medical condition and Self declaration form to be filled

Contactless payments for both check-in and check-out

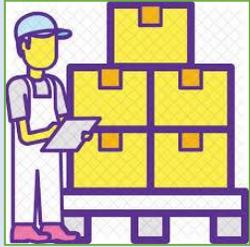**Luggage to be disinfected before sending to the room**

Guests above 60 years of age to take extra precautions

Guests should not visit containment zone

Hotels – Specific Measures

Precautions while handling supplies/ inventories/goods

Personal Protection gear shall be made available by hotel to staff

Restaurants, if operational to follow detailed guidelines for restaurants

Gaming arcade/Children play area closed

Room service to be encouraged, instead of dine-in. Packet to be left at the door. Staff for takeaway to be screened thermally

Communication between guests and in-house staff should be through intercom or mobile phone

Rooms and service areas to be sanitized after guest leaves/ checks out

Staff to follow social distancing norms in the kitchen and Kitchen area to be sanitized at regular intervals

Protocol for attending to suspect or confirmed case

Place the ill person in an isolated room or area
1

Provide mask/face cover
2

Immediately inform nearest medical facility or call state or district helpline
3

Risk assessment and further action by designated public health authority
(district RRT/treating physician)
4

Disinfection of Premises
(If person is positive)
5

The detailed guidelines are available at MoHFW website, states may adopt accordingly