

Annexure A

Protocols for Accommodation Units – Hotels & Resorts

COVID-19 Protocols for Tourism in Maharashtra

Annexure A: Protocols for Accommodation Units– Hotels & Resorts

1. Guidelines issued by Ministry of Tourism, Government of India

1.1. Hotels & Resorts

The guidelines for the Operational Recommendations for Hotels issued by Ministry of Tourism, Government of India, shall be applicable for all hotels and resorts across the state.

All hotels and resorts in the State and their employees are hereby advised to follow the above-mentioned guidelines including any subsequent modifications in them, if any.

These can be referred from <http://tourism.gov.in/operational-recommendations-hotels>

2. Protocols mandated by Maharashtra Tourism

Apart from the guidelines in Section C-1, these additional measures as mandated by Government of Maharashtra shall be followed.

The detailed guidelines have been prepared to ensure and build trust and confidence of the public towards hospitality services in Maharashtra.

In addition to this, these protocols endeavor to make the traceability of the visitors easier, in case a situation in future warrants so.

2.1. General Guidelines

- i. All travelers may be screened at the entry point for symptoms of COVID-19 such as temperature (using thermal guns), cough, cold, etc.
- ii. Only asymptomatic tourists shall be allowed.
- iii. Those who do not have prior booking/reservation and attempt to enter premises with temperature more than 38.0°C (100.4°F) and/or flu like symptoms shall not be permitted. The service providers should record their contact details and be empathetic towards such visitors while advising to return.
- iv. Social distancing should be followed while waiting for/offering service.
- v. Consent for sharing of their details with the administrative/health authorities should be taken from visitors, as and where required for contact tracing related activity.
- vi. Travelers will be allowed to enter premises only if using face cover/masks. Travelers are always required to wear face mask while in the public places of the premises.

- vii. Hand Sanitizers must be made available for tourist to use. They must be placed in all public areas of the premises for guest usage.
- viii. Payment via digital mode for purchases to be encouraged as much as possible and precautions shall be taken in case of handling cash.
- ix. **Guest Pick-up/drop:** All vehicles used for guest transportation to have strict sanitization on hotel premises prior to each journey. New mask, gloves and hand sanitizer placed for the guests. At the airport/train station, guest luggage to be sanitized, COVID test certificate to be checked by the driver before commencement of journey
- x. **Health form:** A form to be shared with the guest prior to check-in (preferably online via email / WhatsApp) for collecting travel/health history and current status. Health questionnaire to be completed by all guests prior to arrival and the same shared with the doctor associated with the tourism unit
- xi. **Check-in and Check-Out:** Establish a process of self-check in (through a QR code) if possible. The tourism unit may consider developing a platform for the same and making it available for ease of check-in.
 - QR code scanner
 - Linking with Digi-locker for uploading ID proof documents
 - Online verification of documents by hotel
 - Allows web-check-in facility similar to that of airlines
 - This can also help MOT collect data related to Tourist check-ins and other related data
 - It is also helpful in case any COVID case is reported, to track, monitor and report the numbers
- xii. **Check-in and Check-Out:** Provide token to the guests and they must wait for the token number to be displayed to approach the reception counter. Till then they wait in the appropriately managed waiting room
- xiii. A short guide of do's and don'ts (in the form of a booklet / video) must be shared with the guest before check-in
- xiv. It is recommended that guests should be encouraged to carry their own luggage if possible
- xv. If there are multiple lifts, separate lifts should be used to go up and come down to avoid face to face interaction
- xvi. Room service should be contactless. Orders should be left outside the room.
- xvii. Check restrooms regularly and clean and sanitize them based on frequency of use.
- xviii. In order to prevent interaction between customers and cashiers/front of house staff:
 - a. Consider using physical barriers, such as plexiglass screens, at counters where

- interactions with customers frequently occur
- b. If practicable, set up separate venue entry and exit points atleast for new projects
 - c. Put green and red lights outside the washroom to indicate its occupied or not.
- xix. Delivery drivers and other contractors visiting the premises should minimize interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery
- xx. Children's play areas within venues should remain closed. These facilities represent a risk of coronavirus (COVID-19) transmission because of the mixing of groups, the lack of access control and the need for regular cleaning and disinfection.
- xxi. Where possible, open windows and adjust air conditioning to enhance fresh airflow, instead of using the HVAC. If not possible, continuous disinfection process of HVAC systems should be followed.
- xxii. Visitors of the Guests staying at the Accommodation unit should not be allowed inside the room.
- xxiii. CCTV cameras at the accommodation unit must be fully functional.
- xxiv. Valet parking, if available, shall be operational with operating staff wearing face covers/masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up by the staff.
- xxv. Adequate quarantine facility shall be maintained by the accommodation units for quarantining of symptomatic guests. All accommodation units having 50 rooms and above must mandatorily set-up a fully functional isolation facility as a preparatory measure for any eventuality.
- xxvi. Hotel authority must inform the local administration immediately of symptomatic cases for necessary action. In case of a positive test result, the protocols as per the Disaster Management Act and Ministry of Health guidelines will be applicable.
- xxvii. A signage indicating the contact details of the local administration, nearest COVID center etc. must be displayed prominently at various locations across the premises.

2.2. Room Allocation Process and In-Room Provisions

- i. Once the guest check-out of the room, the same room shall be disinfected using 1% sodium hypochlorite. Deep cleaning of the room to be carried out if possible.
- ii. Toiletries and hand sanitizers shall be kept in the room.
- iii. In case of consumables replenishment, guests should inform the property manager
- iv. Reception number, Property Manager's mobile number & other important contact details must be available in the room

2.3. Dining and F&B Services

- i. The COVID-19 protocol for restaurants issued by Department of Tourism Government of Maharashtra shall be applicable to all Hotels and Resorts have dining and F&B facilities.

2.4. Other Facilities

In reference to the Government order issued by Ministry of Home Affairs, Government of India – No. 40-3/2020-DM-I(A) dated 30th May 2020, the below mentioned service/ facilities have been categorized under the Phase III of the phased re-opening of areas outside containment zone plan. Therefore, the below mentioned service/facilities shall be operational only when the Government issues permission to operate the same. Post issue of permission, Government may issue appropriate guidelines for their operation

- i. SwimmingPool
- ii. FitnessCenter
- iii. SpaFacility

2.5. Staff Training Protocols

- i. Training programs shall be conducted to reinforce appropriate social distancing, cleaning, disinfection, and hygiene procedures and adopted measures that could protect the tourists and the staff while on duty.
- ii. All the staff including the bellboys, drivers, room service staff, cleaners and helpers should be properly briefed about the processes and a drill regarding the same must be put in place.
- iii. Staff training should cover Personal Hygiene, Social Distancing and Sanitation. All Staff to be trained to brief tourists on the following:
 - a. Social distancing includes refraining from hugging, shaking hands with travelers as well as among staff. It involves maintaining distance and avoiding anyone who is coughing or sneezing.
 - b. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
 - c. Also avoid touching eyes, nose, and mouth. Hand sanitization is suggested after exchanging objects (money, credit cards) with guests.
 - d. Respiratory etiquette to be strictly followed. This means strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. The used tissue should be disposed of immediately in a bin with alid.
- iv. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Helpline for medical support.

2.6. SOP for Room services

- i. Communication between guests and the Staff should be strictly through intercom or mobile phone.
- ii. Any items required (Water bottle/Toiletries/Medicine/Linen/ /hand sanitizer/ Face Masks) should be given to guests while maintaining 1metre distance & trays must be used to avoid hand contact.
- iii. Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc. so that they can inform guests & solve accordingly on call.

2.7. SOP for housekeeping services - Linen

- i. Sufficient linen to be mandatorily available at the property
- ii. Only designated staff to handle soiled guest room linen.
- iii. Housekeeping staff should use face masks and hand gloves while handling used linen and should be kept in a separate place.
- iv. Laundry services must continue in an existing manner.
- v. Use waterproof mattress and pillow protector, Mattresses to be sanitized regularly
- vi. Washable pillows to be washed at above 60-degree temperature.

2.8. SOP for housekeeping services - Garbage Disposal

- i. The garbage needs to be disposed as – dry, wet, glass, biodegradable.
- ii. Protective gears like gloves, face masks etc. to be segregated or disposed separately

2.9. Protocol for Repair and Maintenance

- i. After checkout the rooms must be audited for Repair & Maintenance.
- ii. If repairs are required while the guest is staying in the room, staff should get on a call preferably a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video, phone or guest is not well enough) only then staff should go to room and check for the issue.
- iii. Maintenance personnel to wear hand gloves and face masks while doing the services inside the room. Guests are advised to stay outside the room.

2.10. SOP for Staff Areas

- i. Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
- ii. Promote staff to use their own vehicle for transport rather than depending on public/hotel transport

2.11. SOP for transportation of employees

- i. Screening of all the staff to be carried out for temperature and other symptoms before boarding the vehicle.
- ii. To provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- iii. Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

2.12. SOP for employee uniform

- i. Daily change of uniform should be the mandatory
- ii. Uniforms need to be sanitized properly; steam press or heat iron can be used
- iii. Staff will be given protective gears as part of the uniform across all departments
- iv. Ensure that staff are maintaining Social Distancing during uniform exchange

2.13. SOP for employee dining

- i. Staff meals should be planned in such a manner that social distancing norms could be maintained.

2.14. In-Case of an Infected Staff

- i. All staff to be monitored daily for temperature and symptoms
- ii. Proper records of any symptom such as cough/cold/fever should be maintained
- iii. If a member of the staff reports respiratory symptoms, the staff member must immediately stop work and seek medical assistance. The staff should stay isolated and must be notified to the administrative / health authorities for further protocol.
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informed to the administrative/health authorities and follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared.
- vi. If any COVID 19 positive workers identified, the entire premises should be put under deep cleaning and fumigation
- vii. All the staff members to be tested for COVID-19 and monitored for symptoms

2.15. SOP for Handling Suspected & COVID-19 Positive Guests

- i. Accommodation establishments to follow Ministry of Health and Family Welfare SOP for handling Suspected & COVID-19 Positive cases. If a guest develops signs and symptoms of COVID-19, efforts should immediately be made to minimize contact of the ill person with all guests and staff of the establishment. The Reception or other Accommodation unit staff should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19
- ii. At the time of Check-in -
 - a. Do not deny Check-in
 - b. Maintain a safe physical distance of 6 feet from the guest.
 - c. Encourage guests to sanitize their hands/ wash hands with soap.
 - d. Offer medical assistance to the guest.
 - e. Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
 - f. Deep clean the reception areas with a disinfectant
- iii. When attending to an ill guest –

While attending to a visibly ill guest who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment including face mask, eye protection, gloves, and a gown. The tourism unit is advised to procure and provide PPE kits to any staff member dealing with such cases.
- iv. COVID-19 Team shall notify immediately the administrative / health authorities for further protocol. COVID-19 Team to immediately inform the nearest medical facility (hospital/clinic). Ensure that the guest is taken to the nearest medical facility if required.
- v. Linen and other items must be washed separately.
- vi. In case suspected guests flee/ not traceable, inform the police immediately.