

Annexure B

Protocols for
Accommodation
Units -

Homestay, B&B,
Farm-stay

COVID-19 Protocols for Tourism in Maharashtra

Annexure B: Protocols for Accommodation Units– Homestay, B&B, Farm-stay

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

1.1. Homestay, B&B, Farm-Stay

The guidelines for the Operational Recommendations for B&B/ Homestay/ Farmstay issued by Ministry of Tourism, Government of India, shall be applicable for all Homestays, B&B, Farm-Stays across the state.

All Homestays, B&B, Farm-Stays 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-bb-homestay-farm-stay>

2. Protocols mandated by Maharashtra Tourism

Apart from the guidelines in Section E-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 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.
- 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. **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
- x. **Check-in and Check-Out:** Provide token to the guests and they must wait for their token number to be displayed to approach the reception counter. Till then they wait in the appropriately managed waiting room
- xi. 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
- xii. It is recommended that guests should be encouraged to carry their own luggage
- xiii. Room service should be contactless. Orders should be left outside the room.
- xiv. Check common restrooms regularly and clean and sanitize them based on frequency of use.
- xv. 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
- xvi. 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.
- xvii. 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.
- xviii. Visitors of the Guests staying at the Accommodation unit should not be allowed inside the room.
- xix. CCTV cameras at the accommodation unit must be fully functional.
- xx. The accommodation unit must prominently display the contact information of the manager/owner/in charge for emergency contact, on-call doctor, local administration, nearest COVID care center or Hospital, such that it is easily visible to the guest.

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 and 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. Staff Training Protocols (If any)

- 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 a lid.
- iv. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Helpline for medical support.

2.5. 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 1 meter distance and 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 and solve accordingly oncall.

2.6. 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 disposedseparately

2.7. 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 theissue.
- iii. Maintenance personnel to wear hand gloves and face masks while doing the services inside the room. Guests are advised to stay outside theroom.

2.8. In-Case of an Infected Staff

- i. All staff to be monitored daily for temperature andsymptoms
- ii. Proper records of any symptom such as cough/cold/fever should bemaintained
- 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 furtherprotocol.
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medicalattention.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informedto theadministrative/healthauthoritiesandfollowtheinstructionsreceivedfromthedoctor,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 forsymptoms

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

- i. AccommodationunittofollowMinistryofHealthandFamilyWelfare SOPforhandling Suspected & COVID-19 Positive cases. If a guest develops signs and symptoms of COVID19, 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
- iv. Accommodation unit shall immediately notify 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.