



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**



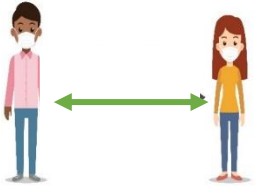
**You may particularly
put elders in your
family at risk**

**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



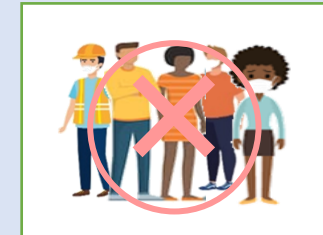
Self-monitor health
(Guest and staff)



Aarogya Setu app
(Recommended to Install & Use)

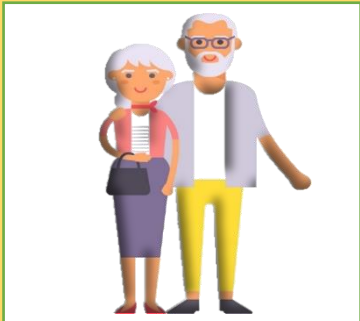


Immediate report illness
(To state and district helpline)

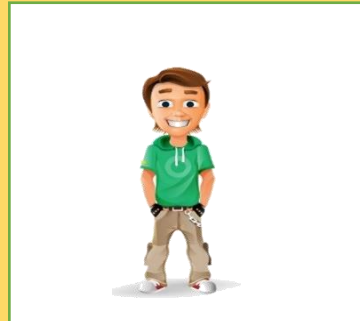


**Large gatherings/
congregation prohibited**

Who are advised to stay at home?



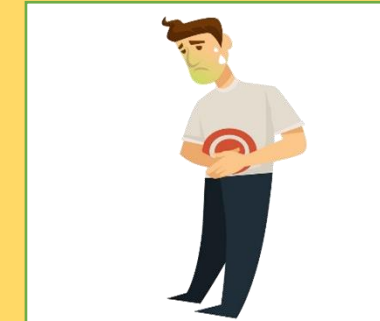
**People aged more than
65 years**



**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 24–30°C,
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

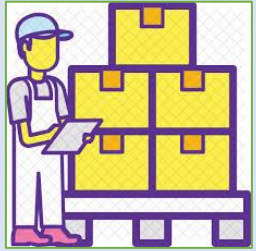


Guests above 60 years of age to take extra precautions



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

