

# HOTEL ESTABLISHMENT GUIDELINES

COVID19

MAY 12 2020

## HOTEL ESTABLISHMENTS

## Social Distance Risk

H	M	L
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## Importance to Economy

H	M	L
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## Opening Stage

1	2	3	4
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## Activities included in the sector

- Hotels
- Hotel Apartments

## Activities excluded in the sector

- Pool
- Sauna
- Water Parks & Theme Parks
- Gyms and fitness clubs
- Spa and massage
- Kids lounges, clubs, play area
- Bars
- Private Events / Parties
- Night Clubs
- Valet Parking
- Prayer Rooms
- Showers and Changing Rooms
- Buffet (breakfast, brunch, lunch, dinner)

## Operating Hours

In Line With City Guidelines

## Consumer Visiting Hours

In Line With City Guidelines

## RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization	Employees	Visitors	Gov
1. Front Office Hotel [FOH]	<p><b>1. Staff :</b> Employers to ensure that:</p> <ul style="list-style-type: none"> <li>All health &amp; safety guidelines/standards are followed in staff accommodation &amp; transport facilities in line with DM Health &amp; Safety Guidelines ["DMHS"]</li> <li>All protocols prescribed by DMHS must be adhered to - prior to staff entering the premises "for Public Interaction"</li> <li>Mandatory temperature checks for all onsite staff</li> <li>Compulsory wearing of masks for staff who are "in Direct Contact with Customers" and "In Kitchen for Restaurants &amp; all Dining Facilities"</li> <li>All staff to practice social distancing guidelines as approved by DMHS in BOH and FOH areas</li> <li>Pre-shift briefings to be held virtually wherever possible</li> </ul> <p><b>2. Disinfection</b> Prior to Opening: Thorough sterilization [Refer to Key Notes 1] of all assets, equipment, HVACs, Water Tanks, Toilets &amp; all in-room furniture to be done within timelines as prescribed by DMHS prior to opening</p> <p><b>3. Screening:</b> Hotel entrances to have contactless screening for guests, visitors &amp; contractors based on DMHS guidelines</p> <p><b>4. Lobby Rules [Customers]:</b></p> <ul style="list-style-type: none"> <li>Only Customers with Booking Confirmations or online pre-paid are allowed and must wear masks at all times</li> <li>1 person per 4 sqm max allowed capacity [including family]</li> <li>F &amp; B Services in lobby to follow DMHS Guidelines</li> <li>In-House security to monitor capacity restrictions [Applies to all Hotel Services &amp; Areas referenced in the document]</li> </ul> <p><b>5. Check-in and Check-Out:</b></p> <ul style="list-style-type: none"> <li>Mandatory health declaration form to be filled/provided by guest [Only COVID-19 Specific Declaration] and data privacy should be maintained</li> <li>Queuing of customers to follow social distancing guidelines announced by DMHS for check-ins and check-outs</li> <li>Online Check-in/Check-out or In-room Check-outs recommended where hotels have ecommerce capabilities</li> <li>Minimum 24 Hrs between check-outs and check-ins for each room &amp; minimum 72 Hrs if room was occupied by a "Suspected Case" or "Front-line Staff" [e.g. Doctors, Nurses, Security etc.] to enable sterilization [Refer to Key Notes 1]</li> </ul>	CR	CR	CM	R

## Key Notes:

- Sterilization: professional grade services with chemical disinfectants and fully protective gear and must provide assurance certificate. Hotels must replace all linens with sterilized and securely packaged replacements vs. regular laundry servicing
- Sanitization: can be carried out in line with regular housekeeping staff and products with hygiene standards and technical specifications approved by DMHS
- DMHS Guidelines: DM Circular "DM-PH&SD-CR37"

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1. Front Office Hotel [FOH]	<p><b>6. Elevators:</b></p> <ul style="list-style-type: none"> <li>30% pax capacity maintained per elevator</li> </ul> <p><b>7. SOP's</b></p> <ul style="list-style-type: none"> <li>To be devised &amp; approved in-line with DMHS requirements for staff, customers, tenants &amp; contractors [incl. RACI Matrix] covering hygiene requirements for all activities including Loading Bays &amp; BOH</li> </ul> <p><b>8. Frequent Sanitization</b> [Refer to Key Note 2]</p> <ul style="list-style-type: none"> <li>All Lobby Areas &amp; Toilets in-line with DMHS guidelines [Minimum once every hour or after every use]</li> </ul> <p><b>9. A dedicated Hygiene manager</b></p> <ul style="list-style-type: none"> <li>Assigned for each property to ensure compliance to all DMHS guidelines and SOPs [Issued by Hotels]</li> </ul> <p><b>10. Dedicated isolation zones</b></p> <ul style="list-style-type: none"> <li>To be provided by Hotels in-line with DMHS guidelines for suspected cases identified as part of screening process</li> </ul>	CR	CR	CM	R
2. Restaurants & Coffee Shops	<ol style="list-style-type: none"> <li>Staff: Same Rules as Hotel FOH</li> <li>Minimum distance of 2m between tables</li> <li>Walk-ins only allowed if minimal operating capacity not reached &amp; if meeting minimum social distance requirements</li> <li>Fixed Seating times for dining [discretion to be given to manage operating costs efficiently in-line with demand]</li> <li>Take-Away: Actively encouraged including In-room Dining - contactless deliveries and payments</li> <li>Regular service buffets are not allowed [e.g. Breakfast, Brunch, Lunch, Dinner]</li> </ol>	CR	CR	CM	R

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3. Facilities	<p><b>Not Permitted to be opened:</b></p> <ol style="list-style-type: none"> <li>Bars</li> <li>Private Events / Parties</li> <li>Water Parks &amp; Theme Parks Attached to or Independent to Hotel Facilities</li> <li>Pools [Including Pool Decks, Bars &amp; Surrounding Areas]</li> <li>Showers and Changing Rooms</li> <li>Sauna &amp; Steam</li> <li>Spa Facilities [including Steam, Sauna and Massages]</li> <li>Night Clubs</li> <li>Valet Parking</li> <li>Prayer Rooms</li> </ol>	CR	CR	CM	R
4. Housekeeping	<ol style="list-style-type: none"> <li>Same Rules as Hotel FOH</li> <li>All staff servicing rooms to wearing masks &amp; gloves</li> <li>Maximum of 2 Housekeepers per room</li> <li>No guest allowed in room during housekeeping</li> <li>Rooms to be disinfected/cleaned per DMHS regulations</li> </ol>	CR	CR	CM	R
5. Mini Bar, Laundry and Room Services	<ol style="list-style-type: none"> <li><b>Mini-Bar Services:</b> Not Permitted &amp; available only on request from room service</li> <li><b>Room Service:</b> Staff: Same Rules as Hotel FOH Key Requirements: -- Delivery and pick up outside room only -- Utensils and Dishes fully sterilized [Disposables are encouraged to be utilized to the extent possible for health &amp; safety reasons]</li> <li><b>Laundry Services [Pick-up and Delivery]:</b> Staff: Same Rules as Hotel FOH Hygiene Requirements: -- Separation &amp; packaging of laundry pick-up transportation, cleaning &amp; delivery to follow guidelines required by DMHS -- Sterilization [Refer to Key Notes 1] requirements followed as mandated by DMHS</li> </ol>	CR	CR	CM	R

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6. Salons	<ol style="list-style-type: none"> <li>Staff Rules -- Same as Hotel FOH -- Mandatory face mask &amp; disposable gloves to be worn where practicable</li> <li>Minimum distance of 2m between stations</li> <li>1 person per 4 Sqm [Excl. Staff &amp; Back-of-House Areas]</li> <li>Services Allowed: Hair and Nails Only [No Facial, Massage and Spa Services unless otherwise relaxed by city authorities]</li> <li>Only Disposables allowed for Linens and all servicing tools</li> <li>Equipment to be sanitized for each usage or as mandated by DMHS</li> </ol>	CR	CR	CM	R
7. Retail Outlets	<ol style="list-style-type: none"> <li>Staff: Same Rules as Hotel FOH</li> <li>1 person per 4 sqm [Excl. Staff &amp; Back-of House Areas]</li> <li>Changing Rooms Usage to be allowed as per DM Restrictions and Regulations for Retail Sector</li> <li>Hotel retail outlets to follow the same guidelines and DM restrictions as applied to all retail outlets elsewhere including the fitting rooms, and return/refund policy</li> <li>No Tester Allowed [Personal Care, Cosmetics, Perfumes etc.]</li> <li>In-House Security to maintain capacity restrictions</li> <li>Queuing for Payments to maintain minimum social distance requirements per DMHS guidelines</li> </ol>	CR	CR	CM	R
8. Key notes	<ul style="list-style-type: none"> <li>Sterilization: professional grade services with chemical disinfectants and fully protective gear and must provide assurance certificate. Hotels must replace all linens with sterilized and securely packaged replacements vs. regular laundry servicing</li> <li>Sanitization: can be carried out in line with regular housekeeping staff and products with hygiene standards and technical specifications approved by DMHS</li> </ul>	CR	CR	CM	R

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THANK YOU