

Croatian Institute of Public Health
Zagreb, 11 May 2020

Recommendations for hotels and renters during the COVID-19 pandemic

In accordance with the reactivation of certain activities on the basis of the Decision on the Adjustment of Measures, it is recommended to act pursuant to the following recommendations regarding the organization of hotel and renter activities.

1. General rules and conditions for hotel premises

- **Physical distancing** During their hotel stay, visitors have to adhere to physical distancing measures and maintain a 1.5 meter distance between themselves and other visitors, unless they are members of the same family or group.
- **Disinfectant.** A disinfectant dispenser (the disinfectant has to be alcohol-based in a concentration of no less than 70% or some other agent with virucidal properties which can be used on the skin) has to present at the entrances into the hotel premises (lobby, reception, sport-recreational content, payment counters), as well as in the employees' work area.
- **Visible notices and informing the guests.** It is necessary to place information regarding the hygienic procedures at the entrances to the hotel premises in a visible place, or place information with guidelines on proper behavior and protection measures in rooms where the guests are staying, or give this information to the guests during check-in, or place an information leaflet in the accommodation unit. The telephone number of the responsible person in the hotel is available in the accommodation unit, that person is in charge of contacting health institutions in the event of that there is a suspicion of COVID-19.
- **Maximum number of persons at the premises.** Comply with the rules regarding the maximum number of persons allowed in certain areas in accordance with the defined criteria of maintaining a physical distance of 1.5 meters in relation to other visitors, unless they are members of the same family or group.
- **Paper towels and disposable materials.** It is necessary to ensure a sufficient quantity of paper towels and other disposable materials, as well as cleaning and disinfectant equipment and agents.
- **Waste disposal.** It is recommended that waste bins with suitable lids should be placed in all public areas within the hotel.
- **Protective equipment.** It is necessary to ensure a sufficient quantity of protective masks and gloves for the employees who are entering the guests' accommodation units (e.g. maintenance staff, housekeeping and similar).

- **Adhere to all general and hygienic measures.** Instructions for cleaning and disinfecting are available at the following links: No COVID-19 patients: <https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostorije-bez-obiljelih-od-COVID-19-2.4.2020..pdf>. Persons who are suspected to have or who have COVID-19: <https://www.hzjz.hr/wp-content/uploads/2020/03/Ciscenje-i-dezinfekcija-prostora-ukojima-je-boravila-osoba-pod-sumnjom-COVID-19-2.4.2020..pdf>. Other general measures for preventing the spread of COVID-19 are available at: <https://www.hzjz.hr/wp-content/uploads/2020/03/Dodatne-upute-za-pojedince-kolektive-i-poslodavce.pdf>

2. Reception, lobby and other public areas

- **Ventilation.** Regularly ventilate all areas.
- **Reception hygiene.** Disinfect the reception surfaces in regular intervals (e.g. every hour), and the check-in and check-out area (contact surfaces) should be disinfected more frequently than other reception areas.
- **Physical distancing at the front desk.** Ensure sufficient distance between reception staff and guest, as well as between staff, reduce check-in / check-out time to below 15 minutes (which is the definition of a close contact) or, if this is not possible, install partitions (made of Plexiglas or similar material that ensures the required sanitary distance). The maximum number of persons at the reception area is regulated and restricted pursuant to physical distancing measures of 1.5 m.
- **Informing the guests and employees.** The reception staff should be adequately informed regarding COVID-19, so that they can carry out their assigned tasks without issue and prevent the potential spread of COVID-19 within the institution. They should be able to inform the guests who are inquiring about the hotel policy regarding the implementation of preventative measures or other services which the guests may request (for example, medical and pharmacy services available in the area or in the facility itself, telephone numbers of epidemiologists on call and similar).
- **Application of technology.** Encourage online check-in/book in and applications from home (one option is to facilitate the possibility of directly registering the guest on e-visitor), contactless payment, advance payment, self-scanning of documents and similar (where applicable and possible).
- **Check-out.** Advise guests to announce their check-out plans in advance, so that the invoices can be prepared on time and in order to avoid unnecessary delays at the reception.
- **Currency exchange and ATMs.** Prefer, where possible, for the money to be exchanged and withdrawn at the ATMs which are located externally/outside of the reception area. The ATMs are located on public premises where disinfectant dispensers are available.
- **Elevators.** Place safety instructions, including the maximum number of guests allowed at one time, in front of and inside the elevator. The elevators are located in public premises which are covered by disinfectant dispensers, and the maximum number of persons allowed in an elevator may be ignored if the users are part of the same family or share an accommodation unit.

- **Conditions for maintaining the hygiene of sanitary facilities.** Intensified cleaning, disinfection and ventilation of public sanitary facilities every two hours (and more often if necessary), increase the number of employees responsible for daily cleaning in each sanitary facility. Restrict the simultaneous use of a sanitary facility in accordance to its size and prescribed sanitary conditions.
- **Business centers/conference areas.** Mandatory disinfection of tables and all of the equipment after use. Adhere to 1.5 meter physical distancing rule between individual guest groups.
- **Children content.** Ensure functioning in the same manner as prescribed for kindergartens and playgrounds in the cities. Recommendations are available at the CIPH's website.
- **Equipment availability.** If necessary, provide guests with available thermometers and protective masks and gloves (upon request).

3. Food and beverage service areas and shopping facilities

- **Shops and hospitality facilities in the hotel should operate in accordance with the decisions of the Civil Protection Headquarters and existing recommendations for those activities outside of the hotel.** Instructions for the operation of shops are available at the following link: <https://www.hzjz.hr/wp-content/uploads/2020/03/Preporuke-za-sprečavanje-infekcije-u-trgovinama-koje-započinju-s-radom-u-okviru-postupnog-ublažavanja-restrikcija-vezanih-za-COVID-19.pdf>. Instructions for hospitality facilities are available at the CIPH's website: <https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-reporuke/>

4. Accommodation units

- **Cleaning frequency of accommodation units.** Cleaning, as well as the changing of bed linens and towels, will be performed pursuant to existing standards, and the guest will be informed that changing of bed linen and towels can be arranged differently if they so wish, i.e. it can be adapted to the demands of the guest (e.g. for the room to be cleaned and the towels and bed linens changed only during arrival/departure).
- **Cleaning surfaces and sanitary facilities.** All surfaces with which the guest came into contact with (nightstand, table, chair, coffee table, any and all furniture, amenities, telephone, remote control, etc.), have to be cleaned with a suitable detergent and disinfectant. Special attention has to be given to the cleaning of all bathroom surfaces before new guests arrive.
- **Bed linen and towels.** Used bed linens (bed linens and towels in the bathroom) have to be kept in a closed container, which is separated from the trolley with clean bed linens; dirty and clean bed linens must always be kept separate and must not come into contact with one another.
- **Informing the guests.** Ensure that the information/instructions regarding the new procedures for room cleaning and change of bed linens are clearly visible and available to guests.

5. Recommendations for hotel staff

- **General protective measures.** Avoid close contact with persons who are exhibiting symptoms of elevated body temperature, coughing and/or difficulty breathing. Avoid touching the face, mouth, nose and eyes, shaking hands and intimate conversations, and keep social distance. When coughing or sneezing, cover your mouth and nose with your elbow or paper handkerchief, which needs to be thrown into the garbage bin immediately afterwards and you should wash your hands. Regularly wash your hands with soap and water, or use an alcohol based disinfectant, or other agent which is safe on skin and has virucidal properties according to the manufacturer's instructions.
- **Maximum protection of customers and hotel staff.** If possible, install a protective barrier at the place of service and at the cash register which will physically separate the cashier from the customer. Contactless payments should be encouraged. While they are on the hotel premises, visitors have to adhere to physical distancing measures and maintain a 1.5 meter distance between themselves and other visitors, unless they are members of the same family or group.
- **Daily measurement of body temperature.** The staff should measure their body temperature before their morning shift. If their body temperature is higher than 37.2 °C in the morning, if the person feels sick or has any signs of the diseases (refers to all symptoms and signs of the disease, not just respiratory diseases), they should contact their superior and not come to work until he calls the competent family physician.
- **Working in two shifts.** If possible, work should be organized in two shifts, in such a way that there is at least an hour separating the first and second shift, that hour should be used for cleaning and disinfecting surfaces during routine cleaning. The surfaces are disinfected with an alcohol-based disinfectant with a concentration of at least 70%, or some other agent which is safe on skin and with declared virucidal properties pursuant to the manufacturer's instructions.
- **Informing the staff.** Before starting work / opening, educate the staff on all measures which are being implemented.

6. Technical service and maintenance

- **Use of water and chlorination.** The maintenance of hygienic conditions of the pool water (bathing water) and ensuring that the water treatment device is running faultlessly is carried out in the usual way. Concerning pool water, it is possible to use the maximum permitted concentrations of chlorine.
- **Textile washing and dishwashing equipment.** It is necessary to verify the proper functioning of the dishwashing and textile washing equipment, especially the working temperature, as well as the correct dosage of cleaning and disinfection chemicals.
- **Air conditioning units, heating and ventilation units (HVAC).** Pay special attention to the state of the filters and maintain the correct indoor air exchange rate. The proper functioning

of the ventilation, air exchange and dehumidifying equipment for indoor pools need to be checked. Increased ventilation of hotel spaces is recommended, for example, by increasing the number of ventilations, by increasing the percentage of outside air circulating in the system.

- **Dispensers and other disinfectant devices.** Regular checks have to be carried out in order to ensure the proper functioning of soap and disinfectant dispensers. It is recommended to decommission hand driers and replace them with disposable paper towels. Faulty units have to be quickly repaired or replaced.

7. Pools, beaches, sport-recreational and other service activities

- **Pools and beaches.** Separate deckchairs so that physical distancing is ensured in relation to other visitors, unless they are members of the same family or group. Hotel staff must disinfect the deckchairs a couple of times per day, and certainly after an individual guest is no longer using the deckchair and another guest wants to use it.
- **Recreational sport.** "The recommendation for training and sports-recreational activities in indoor sports facilities during the COVID-19 epidemic", which has been published on the CIPH's website, is applied in the areas designated for recreational indoor sports.
- **Cosmetic services.** Instructions are available at the link: <https://www.hzjz.hr/wp-content/uploads/2020/03/Kozmeticki-finalno.pdf>
- **Masseuse services.** Instructions are available at the link: <https://www.hzjz.hr/wp-content/uploads/2020/03/Fizioterapeuti-i-maseri.pdf>
- **Wellness and saunas.** Limit the number of people, especially in indoor facilities (e.g. wellness) and areas, in accordance with the available space. It is recommended that steam saunas should not be used. Dry saunas, for example the Finnish sauna, can still be used. Ventilate, clean and disinfect all surfaces in the hallways and sanitary facilities more frequently.

8. Receiving associates and unannounced guests

- **Associates.** The arrival of other persons (e.g. handyman, delivery man, courier) should be organized so that those persons announce their arrival via the telephone and measure their body temperature. If the body temperature reading is higher than 37.2 °C in the morning, if the person feels sick or exhibits any signs of the diseases (refers to all symptoms and signs of the disease, not just respiratory diseases), he should contact his superior and not come to the hotel until he calls the competent family physician.