



Safe Stay Q & A

1. Does the public health community agree with the new protocols? What role did they have in developing the guidance?

Safe Stay—the industry’s enhanced health and safety guidelines— represents best practices for the hotel industry, in accordance with CDC guidelines, during the re-opening phase of the economy. They have been developed in partnership with public health and industry experts and created in accordance with CDC guidelines.

As this public health crisis continues to evolve, we anticipate these guidelines and protocols will also evolve based on the recommendations of public health authorities in compliance with any federal, state and local laws.

2. What types of disinfectants will the industry use?

Hotels have always had rigorous standards for cleaning and safety. With Safe Stay, we are enhancing these standards by utilizing cleaning products and protocols that include EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.

3. How would you verify that once a hotel is cleaned it is truly free from virus contamination?

As this is a novel virus and much remains still unknown, no industry can guarantee a space will be completely free of any trace of the virus. However, hotels are employing rigorous standards to minimize any potential impact in accordance with CDC guidelines. This includes frequent cleaning and disinfecting of all common areas, shared spaces and guests’ rooms using EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.

4. Does the industry have any scientists consulting on how to demonstrate these cleaning standards work?

Yes, the Safe Stay Advisory Council worked in conjunction with public health experts, including Ecolab, to develop these standards, which are all designed in accordance with CDC guidelines to meet the needs of the current public health crisis.

The CDC has reviewed the standards outlined in Safe Stay and we anticipate that our guidelines and protocols will evolve based on the recommendations of public health authorities in compliance with any federal, state and local laws.

5. What happens if a hotel doesn't adopt these protocols?

Safe Stay is a set of voluntary standards. Hotels are not required to adopt Safe Stay, but these guidelines are based on CDC recommendations which we believe all businesses should be following. We recognize that many hotels will have their own programs and standards. Safe Stay is meant as a starting point that they can build upon for their own operations.

6. What penalties would happen for employees and guests if they don't adhere to these new guidelines? How does that get reported?

Hospitality is about people serving people, and we always welcome feedback from our guests. If something isn't quite right, please give us the opportunity to make it right.

Safe Stay is a set of voluntary standards created in accordance with CDC guidelines. Hotels are not required to adopt Safe Stay, but if they do, we ask them to uphold those standards. Like any other business, hotels should follow the recommendations of public health officials, and remain in compliance with federal, state, and local laws.

7. Are hotels going to provide employees with personal protective equipment (PPE)?

PPE, along with appropriate training for use and disposal, will be available to any employee upon request complying with the Safe Stay guidelines.

Hotels will also deploy COVID-19 safety and facility sanitation protocols training recommendations from the CDC for employees. For employees with more frequent guest contact, comprehensive training, consistent with the CDC, will also be available.

8. Will employees be temperature checked?

Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.

9. Will guests be temperature checked?

Guest temperature checks are not currently part of Safe Stay guidelines. This is subject to change based on CDC recommendations or if mandated by state or local governments.

10. What happens if an employee or guest is positive for COVID-19?

Confirmed cases of COVID-19 will be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC, and in compliance with any federal, state and local laws.

For employees exhibiting symptoms of COVID-19, they will remain at home or return home in accordance with CDC guidelines.

While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 will be asked to immediately contact a manager. Trainings, consistent with CDC recommendations, will be provided to employees to ensure they are aware of all new standards and reporting mechanisms.

11. Will you deny a guest entry if they are sick?

If a guest reports they are sick, hotels will act in accordance with CDC guidelines in compliance with any federal, state and local laws. Confirmed cases of COVID-19 will immediately be reported to local health authorities in accordance with appropriate actions recommended by the CDC.

Further, if there is a presumptive guest case of COVID-19, the guest's room will be removed from service and quarantined, returning to service only after undergoing disinfecting utilizing EPA registered disinfectants within CDC guidelines.

12. What is the industry's plan should there be another flare up in the fall or if other areas become "hot spots" upon re-opening the economy?

If there is a flare up in a certain area, or nationally later in the fall, hotels will act in accordance with CDC guidelines and in compliance with any federal, state and local laws.

As this public health crisis continues to evolve, we anticipate these guidelines and protocols will evolve as well to adapt to the environment and to comply with any changes in CDC, federal, state and/or local guidance.

13. How will hotels adapt food service?

Food and beverage service will reduce in-person contact by prioritizing non-contact roomservice and increasing offerings of prepared foods and 'grab & go' food items over traditional buffetservice.

14. Will house keeping protocols be changed?

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard, nonporous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.

15. Do these guidelines supersede current guidelines by hotels/what they're doing individually?

No. Safe Stay is an industry-wide, enhanced standard of health and safety protocols that can be adopted and implemented by any lodging establishment from a bed & breakfast to a large, branded hotel. We recognize that many hotels will have their own programs and standards. This is not meant to replace those programs – but to serve as a starting point that a hotel can build upon for their own operations.

16. Will franchisees be under the same amount of scrutiny as company-owned hotels too?

I can't comment on the business decisions between individual franchisors and franchisees. What I can say is that a little over half of hotels are franchises, and less than 10% are owned or managed by a chain or brand. About 40% of hotels are independent.

Hotels of all types have always had cleanliness standards in place. This is about taking it to the next level to meet the evolving needs and expectations of our guests. Whether you're staying in a bed &

breakfast, a locally-owned franchise, or a corporate-managed property, we want you as a traveler to have peace of mind.

17. What are the differences between COVID-19 and other recent viruses, especially with respect to how long they stay on surfaces and the products used to kill each of them?

Years of research and testing have shown that enveloped viruses such as SARS-CoV-2, which causes COVID-19, are easier to kill using disinfectants than non-enveloped viruses such as Norovirus. Non-enveloped viruses may persist longer on surfaces and are harder to kill with disinfectants.

Research says that the virus that causes COVID-19 may be recovered for as long 3 days from hard surfaces in lab settings, but public health authorities do not believe that transmission via surfaces is a significant way of spread of COVID-19. Regardless, appropriately done surface cleaning and disinfection can reduce risks. A list of disinfectants that meet the EPA's criteria for use against COVID-19 can be found [here](#).

18. What is the timeline of hotels actually reopening again at a large scale / what does that look like?

We are eager to see travel resume when it's safe to do so. Thousands of small business hotels are ready to get back up and running and bring millions of employees back to work when the time comes. Those decisions are not ours to make – it's up to our elected officials in consult with public health officials like the CDC.

But we also know that Americans **want** to travel again. It's our job as an industry to offer greater transparency and help them feel more comfortable about traveling again when the time comes.

In a recent poll (Morning Consult, 4/22-24), nearly half of all adults said they expect to stay in a hotel in the next six months, and about three in ten expect to do so in the next three months. Consumers said their number one factor in choosing a hotel was cleanliness. Consumers also said they want more information about how hotel and travel companies are changing their operations in response to COVID-19. With Safe Stay, we are enhancing our already rigorous industry-wide cleanliness standards to provide more peace of mind for both our guests and our employees.