

# YOUR GUIDE TO COVID-19 SAFETY

This is a summary of the mandatory measures required to safely re-open accommodation establishments. We recommend reading the full source document published by the Department of Tourism ([Notice 356 in Government Gazette dated 29 June 2020](#)).

## CORE SAFETY CONSIDERATIONS



### Wear Masks

Wear masks in shared spaces, unless eating or drinking



### Keep Distance

Maintain a 1.5 m distance between all people



### Wash Hands

Establishments to provide hand sanitiser which should be used regularly



### Clean Regularly

Sanitise surfaces and frequently touched areas regularly



### Keep Records

Keep detailed records of all guests

## DIRECTIONS FOR ALL ESTABLISHMENTS



### PREPARING FOR ENTRY

#### Keep daily records of guests' and employees' information

- Keep a daily record of the following information of all persons entering the premises:
  - ID or passport numbers
  - Nationality
  - Nature of position (i.e. temporary, casual or permanent)
  - Residential address
  - Cell phone numbers
- Records should be kept for the duration of the national state of disaster, as well as 6 weeks thereafter, and made available to the Minister of Tourism if required.

#### Wear masks and sanitise

- All persons entering the premises must wear a mask, sanitise their hands upon entry and maintain a distance of 1.5 m between each other as far as possible.
- Disinfect luggage before or after off-loading from vehicles. Everyone handling luggage must sanitise or wash hands with soap immediately before and after touching luggage.



### PREPARING ROOMS

#### Provide guests with sanitiser and prepare rooms for easy cleaning by removing all clutter

- Rooms must contain sanitiser for guest use.
- Excess or unnecessary items, such as cushions, throws and extra blankets must be removed.
- Shared items, such as magazines or hotel guides, should either be removed or be replaced with disposable options, such as daily newspapers that are disposed of after each guest's stay.
- There must be efficient bedroom ventilation through effective air conditioning or opening of windows, especially during cleaning.

#### Implement social distancing in dormitory style rooms

- Dormitory style bedrooms shared by people from different groups or different families:
  - These rooms may only be filled at approximately 50% of normal capacity, e.g. use of only one bunk bed per bunk bed unit.
  - A 4 to 5 m<sup>2</sup> minimum spacing between beds are mandatory.



### KEEPING IT CLEAN

#### Keep your cleaning staff safe

- Supply cleaning staff with masks and hand sanitiser to use frequently throughout the day.
- Cleaning staff must wear Personal Protective Gear when cleaning bathrooms (disposable gear is advised).
- Room cleaning employees must sanitise their hands, shoes and aprons after cleaning one room, before entering the next room.
- Room cleaning and linen changes must be done less frequently during a guest's stay to lower contamination risks to guests and employees.
- Turndown services are not allowed.
- Allow sufficient time for thorough deep cleaning between guests.

#### Clean rooms and frequently touched objects thoroughly between each guest's stay

- All surfaces, appliances and frequently touched objects must be thoroughly cleaned after check-out.
- Room keys or room access cards must be wiped or sanitised after every check-out and before every check-in.

### Handle dirty items and used cleaning equipment with care

- Soiled linen must be handled with care, and linen and towels from room changes must be put into quality plastic bags or washable cloth bags that can be closed for transporting to and from the laundry.
- Fewer guest supplies must be kept in housekeeping trolleys. The trolley and remaining contents must be wiped regularly and then be deep cleaned at the end of each day's shift.
- All cleaning equipment such as mops and wet cloths must be dipped in sanitising solution after each room clean and must be sanitised in solution for 30 minutes at the end of each shift.

## ADDITIONAL FOR LARGE ESTABLISHMENTS

The following measures are additional to the above directives for establishments receiving more than 50 guests per day.



### PREPARING FOR ENTRY

#### Conduct screening and sanitation

- In addition to keeping detailed records of all person entering the premises, set up special screening stations at every entrance to the premises, where a screening questionnaire and sanitation of all persons is to be conducted.
- A person may be isolated in a facility within the premises designated for isolation, or denied entry to the premises if deemed necessary to protect the person and other persons on the premises.

## ADDITIONAL FOR ESTABLISHMENTS WITH FOOD SERVICES



### PREPARING FOR ENTRY

#### Screen, sanitise and social distance

- Visibly demarcate a distance of a line of at least 1.5 m where patrons need to queue for services or payment.
- Arrange seat capacity so that there is a 1.5 m distance between patrons.
- Consider a reservation system to manage demand and help ensure that capacity limits are adhered to.



### KEEPING IT CLEAN

#### Sanitise often and thoroughly

- Employees must practice regular and thorough handwashing between all activities and throughout the day.
- Owners must ensure that the workplace, food preparation areas and food containers are regularly sanitised.
- Where contact between employees takes place, employees must wash their hands and go back to keeping a safe distance as quickly as possible.



### DINING SAFELY

#### Practice safe service

- Encouraged room service in order to limit contact in dining areas.
- Self-service buffets are prohibited.
- Food may only be plated and/or provided in covered single portions.
- Guests may pick up pre-portioned items. Other buffet services should be handled by food service employees from behind Perspex or similar protective shields.
- Menus should be reduced in complexity e.g., reduced buffet options, Table d'Hôte meals, offering deli-type take-away/grab-and-go style meals and options.
- Disposable containers, crockery, cups and cutlery should be instituted where possible.
- Menus must be replaced with non-touch options or sanitised after each guest use.

#### Keep your distance

- Employees must occupy scullery areas and hand wash basins one at a time.
- Employees working in clearly defined spaces must stay in their spaces as far as possible.
- Where possible and, for instance, while taking orders, waiting staff must stand at least a meter from tables.

#### Minimise clutter for easier cleanup

- All unnecessary items and clutter must be removed from tables and other surfaces to make the cleanup process easier.
- Use clearing and cleaning systems with designated containers for different items and sealable refuse containers for food waste.

## ADDITIONAL FOR CONFERENCE AND MEETING VENUES



### PREPARING FOR ENTRY

#### Screen, sanitise and social distance

- Capacity is limited to 50 delegates per venue.
- Pens and papers must be provided to delegates upon request and delegates must keep such pens and papers in their possession. Pens or papers left behind must be wiped or disposed of.
- Only individual water and mint condiments may be provided to delegates.
- The use of water containers or bowls are prohibited.
- Microphones and podiums must be sanitised after use.
- Each delegate must be assigned a designated seat and seat changes are not allowed.