



Hotels and other Hospitality Units (Ref: SOP on Preventive Measures in Hotels and other Hospitality Units to contain spread of COVID-19 by Ministry of Health and Family Welfare, Government of India dated 1st March, 2021)

1. **Display Printed Advisory:** Posters/standees/AV media on preventive measures about COVID-19 to be displayed outside and inside the premise prominently.
2. **Mandatory Mask for Staff & Guests:** All staff and guests to be allowed entry only if they are wearing face masks. The face mask has to be worn at all times inside the hotel.
3. **Screening at Entrance:** Entrance to have mandatory hand sanitizer dispenser and thermal screening provisions. Only asymptomatic staff and guests shall be allowed.
4. **Physical Distancing:** Physical distancing of at least 6 feet to be followed by staff and guests, as far as feasible, at all times.
5. **Respiratory Etiquettes:** Staff must strictly practice covering their mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. Guests should also be reminded the same at the time of checking-in.
6. **Frequent Hand Washing:** Staff must practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty.
7. **Hand Sanitizer:** Alcohol-based hand sanitizers must be made placed at the entrance, reception, restaurant, lobby, corridors, near elevators/escalators. Hand sanitizer must be rubbed covering the palms and wrists properly for at least 20 seconds. Maintain adequate stock of hand sanitizer.
8. **Contactless Check-In/Out/Payments:** Hotels must adopt contactless processes like QR code, online registration forms, digital payments like UPI, e-wallet, contactless credit/debit payment machine, etc. for check-in, check-out and restaurant payments.
9. **No Spitting:** Spitting shall be strictly prohibited in and outside hotel premises. "No Spitting" placards should also be installed. All spittoons should be removed from the hotel premises.
10. **Business Continuity Management:** Hotel should consider developing the Crisis Management Plan and Business Continuity Plan, if that is not available already.
11. **Guest Details:** Details of the guest (travel history, medical condition, etc.) along with ID and self-declaration form must be provided by the guest at the reception. Encourage everyone to install the Aarogya Setu app. Insist customers on showing their status on the app.

12. **Protective Gear:** Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests. Maintain adequate stock of these items.
13. **Designated Staff for Safety:** Appoint one or more staff, along with their back-up, and assign them the role to monitor compliance of all COVID-19 protocols in and outside the hotel premise.
14. **Employees at Higher Risk:** Older employees, pregnant employees and employees who have underlying medical conditions should preferably not be exposed to any front-line work requiring direct contact with the public.
15. **Self-Monitoring:** Self-monitoring of health by all staff should be strictly practiced and report any illness at the earliest to state/district helpline number.
16. **Crowd Management:** Proper crowd management in the hotel as well as in outside premises like parking lots–duly following physical distancing norms shall be ensured by the management/ any out-sourced agencies.
17. **Valet Parking:** Valet parking, if available, shall be operational with operating staff wearing face covers/masks and gloves. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be done.
18. **Elevator Occupancy:** Number of people in the elevators shall be restricted to 25% capacity, duly maintaining physical distancing norms. Use of escalators with one person on alternate steps must be encouraged.
19. **Luggage Disinfection:** Luggage should be disinfected, using 1% sodium hypochlorite, before sending the luggage to rooms
20. **Separate Entry/Exit:** Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Specific markings should be made to ensure physical distancing to manage the queue in the premises.
21. **Routine Disinfection:** Develop a schedule for the cleaning staff to clean and disinfect (using 1% sodium hypochlorite)frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) in all guest service area and common areas. Rooms should be thoroughly cleaned and disinfected after the guest checks out.
22. **Dustbin:** Provide paddle operated covered dustbins in rooms and hotel premises with dustbin liner. Ensure safe and frequent clearing of dustbins.
23. **Air-conditioning/Ventilation:** For air-conditioning/ventilation, the guidelines of CPWD shall be followed which mentions that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-

70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

24. **Room Service:** Room service should be encouraged, instead of dine-in at the restaurant. Food delivery staff should inform the guest and leave the food at guest door and not hand it directly to the guest. Communication between guests and staff should be through intercom/mobile phone and room service (if any) should be provided while maintaining adequate physical distance.
25. **Routine Disinfection:** Develop a schedule for the cleaning staff to clean and disinfect (using 1% sodium hypochlorite) the restaurant and kitchen. Furniture should be thoroughly cleaned and disinfected every time after the guest leaves the table.
26. **Hand Washing Facility:** Hand washing facility with soap shall be available in the restaurant and kitchen.
27. **Seating Arrangement:** Seating arrangement in the restaurant also to be made in such a way that adequate physical distancing is maintained.
28. **Disposable Menu & Napkin:** Disposable menus are advised to be used. Instead of cloth napkins, good quality disposable paper napkins should be provided to the guests.
29. **Protective gears:** Chef/cook/kitchen staff should be provided face shields, masks, Gloves and they must wear it while they are cooking. Maintain adequate stock of these items.
30. **Social Distancing:** In the kitchen, the staff should follow social distancing norms.
31. **Cleaning Food:** Fruits and vegetables (to be consumed raw) shall be thoroughly washed in 50 ppm chlorine (or equivalent solution) and potable water before consumption or storage.
32. In case of a suspected or confirmed case in the premises:
 - i. Place the ill person in a room or area where they are isolated from others.
 - ii. Ensure that they wear a mask/face cover till such time he/she is examined by a doctor.
 - iii. Immediately inform the State Helpline No. (1070 / 1079), District Helpline No. (1077) or Dept. of Health Helpline No. (104 / 6913347770).
 - iv. Disinfection of the premises to be taken up if the person is found positive

For any Feedback / Queries, please contact:

1070 (SEOC Toll Free No.)

1077(SEOC Toll Free No.)

Or write an email to: sdma-assam@gov.in

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