

LOUISVILLE'S HOSPITALITY REOPENING TASK FORCE

SUGGESTED REOPENING PLANS AND BEST PRACTICES

Louisville Tourism has established a hospitality reopening task force led by each industry sector to align together as we plan to once again welcome visitors and locals back to our businesses. **The overall goal of the task force is to develop expert identified plans and best practices for each hospitality sector.** Using national resources, local leaders in each category collaborated to develop guidelines and best practices related to their specific industry segment.

Each set of guidelines and best practices will be utilized two-fold: **to help guide local businesses in reopening safely and identify a framework of criteria for each meeting and event organizer to use when building their own convention, meeting or event plans.** These best practices can also be used as a resource for individual leisure travelers, small groups and the local community to understand **how the hospitality industry is preparing for a safe and healthy return to business.**

The overall task force is made up of **nine industry sector groups.** Key leaders from each industry make up the various groups and have established reopening best practices that can be adopted and applied to individual business needs.

INDUSTRY SECTOR GROUPS



Attached documents are recommendations and will be continually updated in accordance with the latest guidance provided by state and local officials. Changes can be made at any time. The plans and best practices are fully subject to review and alteration to ensure compliance and legality with all state and federal laws.

Accommodations Sector Group

Overview

These are recommended best practices gathered from multiple sources by the Louisville Hotel Association as a recommendation, reference and guideline Louisville hotels and motels.

In addition to the traditional hotel motels, short-term rentals have also been outlined in this sector group. The short-term rental model varies significantly from hotels and motels in there is virtually no human to human interaction. Best practices in this area will focus primarily on cleaning and sanitization including examples from local and national platforms.

Sector Group Members

Hotels	
Chair, David Greene <i>President Louisville Hotel Association and General Manager</i>	Louisville Hotel Association Louisville Marriott Downtown
Short-Term Rentals	
Nick and Karey McDowell <i>Owner/Host</i>	Progress Park
Jonathan Klunk <i>Chief Executive Officer</i>	Key Source Properties
Dana McMahan <i>Host</i>	The Traveling McMahans

HOTELS & MOTELS

Employee & Guest Health

The health and safety of our associates, partners and guests is our number one priority and the key to revitalizing the hotel business in Louisville.

- Associates should and will be checked for a temperature upon entrance into the building, prior to beginning work with a temporal thermometer.
 - Anyone displaying a temperature over 100.0 should be taken to a private area for a secondary temporal temperature screening.
 - Employees confirmed to have a temperature over 100.0 F should not be allowed to work and should be directed towards appropriate medical care.

Physical Distancing

Guests, associates and vendors will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property.

- Restaurant tables, lobby seating and banquet set-ups will be arranged to ensure appropriate distancing.

- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.
- All hotel outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas.

Front of the House Signage

There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee, Guest and Vendor Health Concerns

Employees will be trained through reading guest ques on how to respond swiftly and report all presumed cases of COVID-19 on property to their immediate supervisor.

- The hotel management will interact with the presumed infected guest or associate, at a safe distance, to assess the situation further.
- If it is confirmed that this individual is of concern, they will be asked to self-isolate in their guest room or another designation area of the hotel until which time they can be seen by medical caregiver for further assistance. Until that time, we will be prepared to ensure the individuals care and comfort while maintaining safe distancing and contact only with proper PPE.
- Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

Responsibilities of hotel associates

Hotel associates are critical to ensure we provide a safe place for themselves, our guest and our vendors. Proper verified training of ALL associates in effective sanitation will be critical in welcoming our guests back into our hotels.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All hotel associates will be certified through role play instruction on how to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following

activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 Training

All employees will receive certified training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area, Hotel Operations and Security.

Personal Protective Equipment (PPE)

Appropriate PPE will be provided to and worn by all hotel associates and vendors entering the building based on their role and responsibilities and in adherence to state or local regulations and guidance.

- Training on how to properly use and dispose of all PPE will be mandatory.
- Every associate or vendor entering the hotel will be provided a mask and required to wear that mask while on property.
- Gloves will be provided to associates whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping.

Associate pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees.

- Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.
- Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in.
- Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Guest Arrival

The arrival experience for our guests is critical in a warm and inviting welcome. This is also the point in which we set the stage to help our guests feel safe and secure in during their stay with us.

- Entrances into our hotels will be reduced to ensure all guests can enter through areas of high sanitation value.
- Guests will enter the hotels through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet parking services will be suspended until further notice.

Hotel Guest Elevators

- An associate will be present to sanitize the button panels at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- Capacities will be limited based on elevator size to provide six feet of social distancing per elevator.

Guest Sanitation Amenities

A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

- We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

Housekeeping

- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Guest linen will be delivered and removed from guest rooms in single use sealed bags
- Pillow protectors on the guest room beds are to be changed daily
- All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- Back of house restrooms will be sanitized at least once every four hours
- House phones, in unsupervised/controlled areas, to be removed
- Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- Disposable collateral to be disposed and changed after each guest
- Newspapers and magazines will continue to be provided through
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- All guest amenities to be packaged before being placed in room
- Shoeshine is suspended until further notice

Specific sanitation consideration will be paid to the following guest room areas:

- Desks, counter tops, tables and chairs
- Phones, tablets and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors and doorknobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

Guest Rooms

Industry leading cleaning and sanitizing protocols are used to clean guestrooms, with particular attention paid to high-touch 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.

Guest room cleaning is recommended to be done only at check-out, eliminating stayover services.

- Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.
- Trash will be bagged in the guest rooms to eliminate virus shed while transporting through the property.
- Guest room cleaning will be done with hospital grade cleaners by associates trained and certified in their use.
- Whenever available, guest rooms should be sanitized utilizing hospital grade electrostatic sanitizer equipment and chemicals.
- Plastic sealed drinkware is recommended for use in all rooms
- No un used terry should remain from previous guest.
- Extra blankets, towels, pillows etc should be removed from the guest room and delivered onl upon request.
- Room deliveries should be bagged and left outside of the guest room. The associate delivering the items should remain as a six-foot distance until the guest retrieves the requested items.
- Guest Considerations
- Discontinue print magazine and newspaper services throughout the property.
- All packages will be placed in sealed single-use plastic bags
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

LAUNDRY OPERATIONS

Laundry operations must be staged in such a way that cross contamination from used product is not a risk to sanitized product.

- Product flow should be mapped out and strictly adhered to

- Used product from F&B, guest rooms, associate use, etc. should be bagged at point of use to prevent virus shed and cross contamination while transporting throughout the property.
- Associates handling used product should be wearing appropriate PPE up to the point of placing the product into the washing machines and securing the load.
- Laundry shoots should be sanitized daily.
- Transport bins must be clearly marked for USED PRODUCT or CLEANED PRODUCT and not cross utilized.
 - These bins should be sanitized after each use.
- All washing will be done with hospital grade chemicals and at the highest recommended temperate provided by the manufacturer.
- Associates removing product from washing machines must not wear the same PPE utilized while handling soiled product to prevent cross contamination.
- Product must be dried and or ironed at the highest recommended temperature provided by the manufacturer.
- Finished product will be stored and transported on and in sanitized areas used only for cleaned product.
- Associates handling cleaned product must wear appropriate PPE to ensure continued sanitation of the product.

Back of the House

The frequency of cleaning and sanitizing will be held to the same rigorous standards as guest areas. This includes but not limited to high traffic back of house areas with an emphasis on

- the employee dining rooms
- employee entrances
- uniform control rooms
- employee restrooms
- loading docks
- offices
- kitchens
- security scanning podiums
- Employee Relations

Shared Equipment

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes

- phones, radios, computers and other communication devices
- payment terminals
- kitchen implements
- engineering tools
- folios
- cleaning equipment
- keys

- time clocks and all other direct contact items used throughout the hotels.
- The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) should be discontinued.

Room Recovery Protocol.

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the SNHD.

Air Filter and HVAC Cleaning

The frequency of air filter replacement and HVAC system cleaning should be increased and fresh air exchange will be maximized.

Front Desk/Check-in

- Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.
- Agents will utilize every other workstation to ensure separation between employees whenever possible.
- Cleaning & Sanitizing Protocol
 - Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
 - Recommend providing a sealed drop box for guest to return room keys upon check-out.
 - These should not be handled by Agents.
 - Keys should be retrieved from the drop bow by an assigned associate in proper PPE and sanitized prior to be returned into service
- Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- Restructure stanchions to provide appropriate six-foot intervals
- Staff every other workstation
- Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Restaurants and Bars

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Meeting and Convention Spaces

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations

- Self-serve buffet style food service should be suspended and replaced by alternative service styles.

Retail Spaces

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools

Pool seating will be configured to allow for at least six feet of separation between groups of guests.

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

Bellstaff, Valet, Door Services, Transportation

- Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- Scooters, wheelchairs and other guest amenities to be sanitized after each use
- Baggage doors sanitized every hour
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- Back of House (BOH) elevator buttons to be sanitized at least once per hour
- Vending machines to be sanitized at least once per hour

Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

Pool Operations

- Chaise lounge chairs to be sanitized after each use
- Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- Lifeguard stands to be sanitized upon rotation
- Chaise lounge chairs set with appropriate physical distancing

Public Space

Employees to sanitize the following areas at least once per hour

- Guest and garage elevators
- Escalator handrails
- Hotel entry doors
- Exterior elevators and escalator handrails
- Employee smoking areas

- Exterior benches
- Trash bins
- All Front of House (FOH) restrooms to be sanitized at least once per hour

SPA, SALON, FITNESS CENTER

Spa

Pending guidance from local authorities and medical experts.

Salon

Pending guidance from local authorities and medical experts.

Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

RETAIL

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- Sanitize carts and mag liners before and after each use
- Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour
- Physical Distancing Protocol
- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- All merchandise will be served/handled by a retail attendant; no self-serve available in any category
- All sales final until further notice (including phone orders)

FOOD & BEVERAGE

Restaurants, Bars & Lounges

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable

- Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
 - Sanitize trays (all types) and tray stands sanitized after each use
 - Storage containers to be sanitized before and after each use
 - Food preparation stations to be sanitized at least once per hour
 - Kitchens to be deep cleaned and sanitized at least once per day
 - Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
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- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
 - Peak period queuing procedures to be implemented when guests are not able to be immediately sat
 - Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
 - Reduce bar stool count to provide appropriate physical distancing
 - Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
 - Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, Wynn Coffee Cart)
 - All self-serve condiments and utensils to be removed and available from cashiers or servers
 - All straws to be wrapped
 - Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
 - Tableside cooking to be suspended until further notice
 - Remove grab and go offerings; available from fountain workers only
 - Bar snacks will be served per individual guest and not shared by the table
 - All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

In Room Dining (IRD)

- All equipment will be sanitized prior to assigning for the shift
- Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour
- Physical
- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) –
- guests will retrieve their own table
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room
- Printed IRD menus to be removed from rooms

Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.

- Minibars to be locked, all loose product removed, and service suspended until further notice
 - Items will be available upon request from IRD

Catering & Banquets

All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized

- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- Physical Distancing Protocol
- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available

Hotel Sales & Convention Services

- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- Meeting Concierge will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- Site inspections and meetings will be done virtually and/or appropriately physically distanced
- Guest Considerations
- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

Short-Term Rentals

Overview

The short-term rental model varies significantly from hotels and motels in that there is virtually no human to human interaction. Best practices in this area will focus primarily on proper distancing and cleaning and sanitization including examples from local and national platforms.

Social Distancing

While human to human interaction is extremely limited to none within the short-term rental community please review the following best practices.

- Hosts that typically meet their guests in person should avoid this and use digital or other forms of communication
- Hosts that have multiple units contained within one open area such as a campground should consider renting units in such a way to keep ample spacing between them
- There should be no cleaning services during a renters stay
- Indoor shared common space such as with a commercial building or multi-family structure should be limited or closed to guests. Consider using meeting and event venue guidelines that suggest standing room capacities be based on at least 13 sq/ft per person

Cleaning and Sanitization

- While not required a 24-48 hour block between bookings for additional cleaning and sanitization is suggested.
- Early check-ins are not suggested
- All cleaning crews will use appropriate PPE per CDC guidelines and when handling laundry to kick us off, here are some things we are doing:
- Incorporate a small amount of bleach or disinfectant into every load of wash.
- Provide additional hand sanitizer and disinfectant in all units along with posted CDC guidelines on cleanliness
- For those units with coffee makers all condiments will be individually wrapped with nothing in bulk

Cleaning and Sanitization Examples

THE KEY SOURCE PROMISE KITCHEN & LIVING SPACES

- 1 DEVICES & CONTROLS**
TV's, speakers, remote controls and devices.
- 2 HARD SURFACES**
Kitchen counters, desks, tables, and kitchen surfaces.
- 3 SWITCHES**
Light switches and AC control panels.
- 4 HANDLES**
Fridge, cabinet, stove, storage, and door handles.

PREMIUM CLEANING PRODUCTS

To ensure the complete safety of our guests, we use a powerful disinfectant to remove bacteria and germs. We then use our all-natural, non-toxic products for an appealing aroma for guest arrival.

TIME BETWEEN GUESTS

Industry standards are making it mandatory to do a 24 hour hold period between guest departure and cleaning team arrival. We are taking an extra step and doing 48 hours between guest departure and cleaning team arrival for the safety of our team AND our incoming guests.



MACROVECTOR
Designed by FreePik

THE KEY SOURCE PROMISE BATH & BEDROOM

- 1 DEVICES & CONTROLS**
TV's, speakers, remote controls and devices.
- 2 HARD SURFACES**
Desks, tables, and bathroom surfaces.
- 3 SWITCHES**
Light switches and AC control panels.
- 4 HANDLES**
Cabinet, storage, dresser and door handles.
- 5 BATHROOM AREAS**
Toilet, shower, bath, sink and bathroom flooring

PREMIUM CLEANING PRODUCTS

To ensure the complete safety of our guests, we use a powerful disinfectant to remove bacteria and germs. We then use our all-natural, non-toxic products for an appealing aroma for guest arrival.

BED & BATH LINENS

We use our all-natural laundry detergent with a small amount of bleach to kill germs on our bed and bath linens. This process is ensured between guests to ensure freshness and cleanliness.

TIME BETWEEN GUESTS

AirBnb is making it mandatory to do a 24 hour hold period between guest departure and cleaning team arrival. We are taking an extra step and doing 48 hours between guest departure and cleaning team arrival for the safety of our team AND our incoming guests.



MACROVECTOR
Designed by FreePik



Your cleaning checklist

- Ventilate rooms before you clean.**
Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
- Wash your hands thoroughly before and after each cleaning.**
Use soap and water, and scrub for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 60% alcohol.
- Wear disposable gloves while you clean.**
Gloves should be thrown out after each cleaning. And make sure to wash your hands immediately after gloves are removed.
- Stock up on paper towels, disinfectant wipes, and other disposable cleaning supplies.**
If you prefer to clean with reusable products, machine-wash them at the highest heat setting appropriate for the material.
- Clean, then disinfect.**
Cleaning is when you use soap or detergent and water to remove dirt, germs and impurities. Disinfecting refers to the use of chemicals like bleach or alcohol to kill germs. Doing both is the best way to reduce the spread of infection.
- Use the right disinfectant.**
Diluted household bleach solutions, cleaning products with at least 70% alcohol, and most common disinfectants registered by the Environmental Protection Agency are believed to be effective against the coronavirus.
- Focus on frequently touched surfaces.**
Light switches, doorknobs, remote controls, and faucet handles are just a few of the areas you'll need to disinfect. (Check out our list of frequently touched surfaces on the next page.)
- Don't forget about sofas, rugs, drapes, and other soft, porous surfaces.**
Carefully remove any visible dirt or grime, then use the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's instructions.
- Wash all linens at the highest heat setting recommended by the manufacturer.**
That includes bed sheets, mattress covers, hand and bath towels, kitchen towels, and blankets. Wear gloves when handling dirty laundry.
- Clean and disinfect laundry baskets and hampers.**
Consider using a liner that's either disposable or machine washable.
- Empty the vacuum cleaner after every cleaning.**
Disinfect the vacuum cleaner, along with other cleaning appliances like the dishwasher and washing machine.
- Remember to check the expiration dates on your supplies.**
And never mix household bleach with ammonia or other cleaning solutions—doing so can release toxic gases.



What to clean and disinfect

Cleaning your space for a new guest? Pay special attention to these frequently touched surfaces.

General:

- Doorknobs
- Fans and lamp chains
- Garbage and recycling bins
- Hairdryers
- Ironing boards and irons
- Keys
- Light switches
- Railings
- Remote controls
- Tabletops
- Thermostats
- Window sills and window handles

Kitchen:

- Appliances: coffee maker, oven, pressure cooker, toaster, etc.
- Cabinet handles and pulls

- Condiments: oil, salt and pepper shakers, commonly used spices and containers, etc.
- Hard-backed chairs
- Kitchenware that isn't dishwasher safe: ceramic bowls, kids' plasticware, etc.
- Sinks

Bathroom:

- Faucet handles
- Shampoo, conditioner, body wash, and soap dispensers
- Shower curtains and doors
- Showers and tubs
- Sinks
- Toilets

Bedroom:

- Hangers and luggage racks
- Nightstands

Cleaning appliances:

- Dishwashers
- Vacuum cleaners
- Washer/dryer units

Kids' items:

- High chairs
- Portable cribs and playpens
- Toys

Other amenities:

- Bikes
- Books
- Surfboards
- Board games

*This content is based on publicly available information from the CDC. The CDC does not endorse this content or Airbnb. Airbnb makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to this content provided for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

Industry Resources

- World Health Organization (WHO)
- Center for Disease Control (CDC)
- American Hotel & Lodging Association (AHLA)
- Omni Hotels & Resorts
<https://www.omnihotels.com/-/media/files/omni-safe-and-clean-standards>
- Airbnb
<https://www.airbnb.com/resources/hosting-homes/a/cleaning-guidelines-to-help-prevent-the-spread-of-covid-19-163>