

**BE**

**RESPONSIBLE**

**BE**

**SAFE**

Guidelines for Operation of Tours & Hotels Post COVID-19 by  
'The Responsible Tourism Society of India'

## Introduction

The world as we knew it has changed. Never before has humankind been impacted by a singular entity at this scale. COVID-19 is the infectious disease caused by the recently discovered and yet barely comprehended coronavirus. This COVID-19 Pandemic has resulted in a significant economic downturn globally. The Travel, Tourism and Hospitality sector is perhaps one that has been hardest hit by this Pandemic. The sector is attempting to adopt to the 'New Normal' that includes COVID-19. For this sector it is critical that all strategies and policies ensure the highest level of safety measures for travellers and related service sectors. Knee-jerk reactions cannot provide long-term solutions. In the COVID-19 scenario, Health, Safety & Sanitation solutions need to be Responsible and Sustainable.

This document is NOT intended to serve as the definitive mandate for the Travel and Tourism industry and may not necessarily cover every aspect of the industry. The information here has been collated from a range of sources (*see list of references at the end of this document*).

There should not be an expectation that following these guidelines guarantees that one will not get infected. New facts and figures relating to COVID-19 are emerging on a daily basis and therefore, it is important that users of these guidelines continue to monitor publicly available information as also follow all government mandates.

## Table of Contents

Introduction .....	2
Guest Transportation .....	7
Receiving the Guest.....	7
Guests Protocol .....	7
Hotel Entrance Protocol .....	9
Briefing .....	10
Reception/Front Desk .....	10
Guest Registration .....	10
Billing & Payment.....	10
Disinfect/ Sanitization Points .....	11
Public Toilets .....	11
Elevators.....	11
Rooms/Cottages .....	13
<b>For the Guest</b> .....	13
Signage .....	13
Amenities on Request.....	13
In-room Dining .....	13
<b>For Housekeeping</b> .....	14
Doors and Windows.....	14
Touch Points.....	14
Cleaning Protocols.....	14
Surface Cleaning .....	16
Hand Wash after Room Cleaning.....	16
Waste Disposal.....	16

Laundry.....	16
Check out.....	17
Dining and Kitchen.....	18
<b>For the Guest</b> .....	18
Table Setup .....	18
Restaurant Staff.....	18
Menu Cards.....	18
Buffet and Food Service.....	19
Table Clearance.....	19
<b>Back of the House   The Kitchen Staff</b> .....	19
Kitchen Entry Point .....	19
Kitchen Associate .....	19
Food .....	20
Dishwashing .....	20
<b>Staff and Employees</b> .....	21
Special Appointed Covid-19 Officer.....	21
Officer Entrance.....	21
Uniform .....	21
Meeting Centre .....	21
Training.....	21
Shared Equipment .....	22
Distancing.....	22
Isolation Centre.....	22
Records .....	22
Reporting for Work.....	22

<b>Guests Activities</b> .....	23
Pool, Gym, Spa.....	23
Meetings .....	23
<b>Wildlife Safari:</b> .....	24
At the Park Gate .....	24
Guide/Naturalist .....	24
For the private vehicle provider .....	24
For the Resort.....	25
Cruise safari.....	25
<b>Additional Guidelines</b> .....	26
Mopping Indoor Areas.....	26
Metallic Surfaces.....	26
Govt. Guidelines .....	26
Timings .....	26
<b>Recommended Disinfectants for Cleaning</b> .....	27
<b>Brands of Disinfectants for Cleaning</b> .....	28
<b>Direction for Cleaning Touch Points</b> .....	29
<b>Templates</b> .....	30
Face Mask Protocol .....	32
Why should we not use Nitrile or Latex Gloves: .....	33
General manager checklist to prepare the resort to safely and successfully resume operations .....	34
Chemical reminders  .....	34
Laundry & Housekeeping.....	34
Public Spaces .....	34

Food Service..... 34

Water Filtration & Softening ..... 35

FAQ ..... 36

Disclaimer ..... 39

**References** ..... 40



WE appreciate YOUR RESPONSIBLE ACTION

## Guest Transportation

### Receiving the Guest

- All Associates/Staff/Drivers designated to receive guests should wear masks (cotton/reusable/washable) after mandatory thermal screening. 
- Associate should maintain a minimum distance of two metres from guests.
- Greet guests with a Namaste instead of shaking hands. Limit direct contact and conversation with guests.
- The car/coach should be disinfected before every arrival, following the laid-out disinfecting protocol where all 'High touch' areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable television screens etc.) should be sprayed with all surface disinfectant cleaner. The disinfectant should be sprayed and left on the surface for minimum one minute before wiping off with a tissue or cloth.
- The travel route shall be determined every day to avoid 'Red / Containment Zones' wherever possible
- The Car/Coach could have a transparent polycarbonate or similar sheet separating the driver's seat and the back.
- Drivers should maintain a log book with all relevant contact details (e.g. name, place and contact numbers) for each guest travelling in the vehicle.
- All curtains and carpets to be removed from the vehicle.
- Avoid giving out disposable water bottles, snack packets, towels and newspapers.
- A communication could be sent to guests at the time of reservation requesting them carry with them reusable water bottles. Alternatively, the resort could gift aluminium/stainless steel bottles with the hotel/resort logo to guests. 
- A small cache of mineral water (wiped down and disinfected) should be kept in the vehicle in case additional water is required.

### Guests Protocol

- As per the prevailing protocol, body temperature of all guests should be checked with an infrared thermometer on arrival.

- Guests running a temperature of more than 98.6° F need to be advised to get in touch with local health authorities immediately. THE GUEST MAY NOT BE ALLOWED TO BOARD THE VEHICLE. The representative can stay with the guest while maintaining a minimum distance of 2-meters to help the guest communicate with the health authorities. (A detailed communication indicating the procedure in the event the guest has fever, should be sent to the guest at the time of booking).
- The guest may be advised to use the sanitizer before touching anything. For day or short duration trips, the vehicle could be equipped with a sanitizer dispenser for use by both the driver and the guests.
- All luggage should be sprayed with an 'All Surface' disinfectant after informing the guest and the luggage handles shall be wiped clean with a washable, cotton cloth wipe before loading it in the vehicle.
- All tour related communication to the guest has to be provided digitally to avoid increase in the touch points as well as reduce paper consumption. 🧐
- Advance email communication must also cover all the steps being taken by the resort/hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping and laundry procedures for where applicable.
- Emergency numbers should be displayed on all vehicles and made available with all employees and tourists. 🧐

## Hotel Entrance Protocol

The entry point of the guests is certainly the most critical stage of the whole practice.

- Greetings should be conveyed from a safe distance. Avoid shaking hands or any direct physical contact with guests. A 'Namaste' in the form of greeting, is most acceptable.
- The 'Aarogya Setu App' must be made mandatory for all guests. The 'Safe' Status on the App should be checked for each guest. Guests must be informed about the App and the procedures at the time of reservation. 🧐
- All guests to be monitored closely by an infrared thermometer for fever before check-in.
- If a guest is arriving from an overseas destination, or from another city, ensure that detailed information about their travel and medical history for the last three months is received at time of making the reservation.
- Guests to be escorted to hand washing zone after verification.
- A daily temperature check (thermal gun) to be initiated for all guests and staff members.
- Provide guests with a re-usable mask, if they are not wearing one. These could be decorative or with the establishment logo and could be carried back by guests as a souvenir. 🧐
- Advise guests to wash their hands for minimum duration of 20 seconds.
- Provide paper towels to wipe hands and make sure that they are safely disposed off.
- Disinfect and clean guest luggage after informing the guests after unloading (If not already sanitized).
- Use Sodium Hypochlorite (NaOCl) or equivalent disinfectant to sanitize the reception area/Lobby.
- Minimize the use of the lobby area by guests. Guest to be advised to practice physical distancing by standing at least six feet away from other people. Lobby furniture and other seating areas to be reconfigured to promote social distancing.
- Have an 'All Surface Disinfectant' and 'single use' paper towels at the front desk for use by the front desk staff as well as guests checking in.

## Briefing

- The Manager specially appointed hotel staff should brief guests about the hygiene and sanitation protocol.
- Guests should be advised to ideally communicate with the management through the intercom or mobile phone.
- Guests to be informed about amenities available in their rooms. Guests could also be requested to take a shower as soon as they check into their rooms.

## Reception/Front Desk

- One of the most visited places on the resort will be the reception or the front desk. Whether check in/ check out or for any query the guest will always look for the front desk to help them. Thus, it is very crucial to maintain proper SOP in this area. 2 m distance markings at the reception area should be done for guests to stand during check in process. 🧑🏻‍💻

## Guest Registration

- A Pre-guest registration form and other check-in formalities to be sent to guests' email/mobile devices prior to their visit.
- The mandatory liability form should now include a COVID-19 clause that states that if a guest contracts the virus despite all efforts, they will not hold the hotel/resort responsible for the same.
- All Guests IDs (Aadhar card, passport, or driver's license) to be collected through digital means. All Guests are also required to electronically sign off on their health and medical disclosure forms.
- Folders and pens will be sanitized prior to handing over to the guests.

## Billing & Payment

- All billings should be done electronically, to minimize the touch points. All new/ pending bills payments to be cleared through online payment gateways in advance. 🧑🏻‍💻
- In any card related transactions, the used payment cards and swiping machine/ touch screen-based terminals should be disinfected after each use.

- Credit Cards to be placed on a tray and sanitized while receiving and returning to the guests.
- Exchange of cash to be discouraged. However, in case of any cash transaction, the collected cash should be stored in a separate drawer for a minimum of 24 hours. Hands should be sanitized after the transaction.

## Disinfect/ Sanitization Points

- Frequently touched items/areas such as the Reception desk, chairs, pens, room keys need to be pre-identified and sanitized at regular intervals throughout the day.
- Display of magazines and newspapers in the lobby/reception area should be avoided.
- Welcome drinks, wet towels and welcome 'tilak' ceremonies should be suspended for the time being.

## Public Toilets

- Use air-hand dryers should be discouraged. These dryers spread the area of virus contamination through water droplets. 🧐
- Toilet seat lid should be closed while flushing; Flushing creates micro droplets which are then dispersed in the air.
- Multi-purpose disinfectants and 'single use' cloth or paper towels should be used in spaces where guests are responsible for cleaning after themselves. 🧐
- Establish a cleaning schedule and process for public spaces.

## Elevators

- Ensure that safety instructions, including the number of guests allowed at one time, are displayed outside and inside elevators and are easily visible. The maximum number of people allowed in elevators to be calculated by the hotel authorities keeping in mind social distancing norms advised by the government). An apology could be issued for the delay and inconvenience caused to the guests due to the new safety norms 🧐
- Ensure elevator floor buttons and handrails are regularly sanitized by the housekeeping staff with an 'All surface' disinfectant.

- Install hand sanitizer dispensers outside of elevators. Issue instructions to use elbows/folded finger to press elevator buttons.

## Rooms/Cottages

### For the Guest

#### Signage

- Signage with information on sanitization norms should be placed (preferable vinyl printing pasted on the back door/wall with easy visibility). Laminated Signages can also be used.
- A Sanitization record will help to show the guests that proper cleaning has been done (this can be provided if requested for).

#### Amenities on Request

- Kettle, Tea/coffee sachets, extra cushions, extra toiletries and other freebies will be provided only on request to reduce waste 🧐
- Ensure electronics are plugged in and working (fridge, clock, tv, etc.).

#### In-room Dining

- Limited laminated menus to be provided in the room for In-room dining or the same can be sent electronically to the guest 🧐
- Crockery/cutlery glassware provided in rooms must be thoroughly sanitized. Minimise the use of disposable items. 🧐
- All service and clearance for In-room dining will be at the room entrance.
- Staff entering the room should wear proper protective gear.
- Any items required by guests (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining a distance of at least one metre. All hand contact must be avoided.
- Used crockery/cutlery should be sent straight for sanitization.

## For Housekeeping

### Doors and Windows

- Doors and Windows should be opened for circulation of fresh air before cleaning the room. 
- After cleaning, all windows and doors should remain open for at least 5-10 mins to help in the circulation of fresh air and speeding up the drying process of the disinfectant.

### Touch Points

In addition to routine cleaning, the following surfaces in the room which are commonly touched and are identified as touch points should be disinfected:

- Door handles (room entry, bathroom, garden, fridge, cupboard, drawers, windows).
- Light switches (outside and inside the room).
- Tables (bedside, study table, coffee table, etc.)
- Counters, if any.
- Remote controls (T.V., Tata Sky, Air-conditioner, etc.)
- TV buttons, telephones, kettle, electronic safe.
- Door lock, toilet seat and flush buttons, health faucet, taps, washbasin, counter, shower and/or bath.
- Liquid soap dispensers.
- Hooks and Towel holders.
- Standard disinfectants such as bleach cannot be used on some surfaces, e.g. television remote controls and telephones, any other plastic or wooden material. For these surfaces, alcohol solutions such as the 'All Surface' disinfectants are recommended.
- Mattresses, Pillows, Duvets, etc.

### Cleaning Protocols

Room cleaning will be done when the guest is not in the room. **Ensure you have the recommended cleaning products and tools** (see directions table with exact procedure)

- WHO formulated 'All Surface' Disinfectant to be used.
- Bathroom Disinfectant Cleaner, Floor Cleaner, Odour Control

- Hand Soap
- Mops, Broom, Microfiber Cloths and Other Tools
- Hand Sanitizer (when soap and warm water is unavailable)
- Equipment & Tools
  - ✓ **Personal protective equipment (PPE)** disposable gloves should always be worn while cleaning the room, toilets and other common areas, and when handling cleaning and disinfecting solutions. Dispose gloves if they are damaged or soiled or when cleaning is completed. Never reuse the gloves. Wearing a simple surgical face mask is recommended if close contact (within 1.5 metres) with the guest is unavoidable when the cleaning is conducted. Eye protection, such as goggles, and a surgical mask may be required if splashing cannot be avoided. Cleaning staff to avoid touching the face with gloved or unwashed hands.
  - ✓ **Routine cleaning protocols to be followed, preferably for using re-usable, washable cloth.** A fresh cloth should be used for each room. These can be laundered in hot water before re-use and preferably dried in sun. Surfaces should be cleaned with a neutral detergent and water. 🧼
  - ✓ **Body fluids** Cleaning staff should wear an impervious disposable gown or apron, gloves and eye protection when there are body fluids to clean up. Any body fluids should first be removed from visibly contaminated surfaces by using an absorbent material, which should then be disposed of as described in a sturdy, leak-proof plastic bag. Hard, non-porous surfaces must then be cleaned and disinfected. Large areas contaminated with body fluids (e.g. covering most of a table) should be cleaned up with an absorbent material, then cleaned with detergent and water and then disinfected. Since disinfectants are not registered for use on some porous surfaces, contaminated material such as carpets and upholstery should be carefully steam cleaned or laundered in accordance with the manufacturer's instructions. 🧼
  - ✓ Schedule service with your Pest Management Professional at least two weeks prior to reopening in case remediation is required. 🧼

## Surface Cleaning

- Clean the surface first with a neutral detergent and water, and then apply the disinfectant as instructed on the disinfectant manufacturer's label. Ensure the recommended contact time occurs which is generally 1 minute. Allow the surface to dry completely. Adhere to any safety precautions or other label recommendations as directed (e.g. allowing adequate ventilation in confined areas such as toilets and rooms which are not properly ventilated).
- Avoid using application methods that cause splashing.
- Cloth wipes to be washed after each use. 🧼
- Vacuum carpet, chairs and soft surfaces free of debris.

## Hand Wash after Room Cleaning

- Immediately wash hands with soap and water for 20 seconds. Be careful not to touch the face before washing hands.

## Waste Disposal

- The waste can be disposed of normally unless infected or soiled in which case It should be disposed as per Government mandate.

## Laundry

- Room linen to be changed once in two days or only on request; no 'turn down' services to facilitate minimal contact.
- Mattresses to be sanitized with 'All Surface' disinfectant and only designated staff to handle guest room linen.
- Housekeeping should pick up the laundry/ linen for wash after 24 hours of guest check out.
- If the guest was asymptomatic, but later developed symptoms, he should be asked to stay in the room and health authorities should be informed for further directions.
- If guest has checked out, Room should be locked for a period of 36 hours (deep cleaning post that) and the entire floor, reception and all common areas to be deep cleaned and sanitized. 🧼

- Linen and other items must be washed separately. 🧡
- In case suspected guests flee/not traceable, inform the police immediately. 🧡

## Check out

- Advise guests to inform the front desk about their check-out plans so that bills can be prepared ahead of time.
- Create a separate check-out area if the front desk is getting over-crowded. 🧡
- Request guests to settle all bills through digital payment (online payments, Paytm, etc.)
- Email bills if convenient. 🧡
- Exchange of cash to be discouraged.
- Credit Cards to be placed on a tray and sanitized while receiving and return to the guests.
- Folders and pens should be sanitised prior to handing over to the guests.
- A minimum gap of 24-36 hours to be maintained before the next check-in.

## Dining and Kitchen

### For the Guest

Restaurants and In-room dining should be operational for in-house guests only, Non-resident guests should be encouraged to make prior reservation, where applicable. 🍌

- Guests should be requested to come to the restaurant only when a table is available to avoid crowding.
- Recommend pre-booking of tables.

### Front of the House | The Server

#### Table Setup

- Tables should be placed at a gap of nine feet from each other to maintain physical distancing.
- Community dining should not be allowed for guests not travelling together.
- There should be no cutlery or table setup ready before hand.
- Disposable paper napkins to be provided.
- Sanitizer bottles to be placed on each table.

#### Restaurant Staff

- Staff must be trained for minimal contact/communication during service. 🍌
- Staff must wear a full sleeve shirt, mask and gloves during food delivery and clearance.
- Only one staff should interact with the guest (order taking, food pick up, clearance, etc.) to minimize exposure.
- Gloves should be sanitized after each service.

#### Menu Cards

- No physical menu cards to be placed at the dining tables. A digital menu card could be sent to the guests on their device via WhatsApp/QR Code. 🍌

- Limited laminated menus could be made available if requested. These would need to be disinfected after each use.
- The menu should be limited, with portion control. 

## Buffet and Food Service

- Avoiding buffet dining at this time to minimize touch points.
- Table service should be promoted, where smaller food portions are covered and served.
- No live counters will be operational.
- Guest will be provided with bottled RO filtered water on the table to self-serve.

## Table Clearance

- Associate should wash their hands after clearing Guest's used dishes and utensils.
- Wash reusable dishes and cutlery in a dishwasher with detergent and hot water as usual. 

## Back of the House | The Kitchen Staff

### Kitchen Entry Point

- Hand washing stations/sanitizers should be placed at the entrance of the kitchen.
- Operational kitchens must be sanitized at regular intervals with 'All surface' disinfectant cleaners.
- Only Kitchen staff should be allowed inside the kitchen.
- The kitchen should be divided into 3 areas – Range Critical Operation Area, Non-Range Critical Area and Pre preparation Area to maintain social distancing.

### Kitchen Associate

- Workstations should be placed in such a way that the staff does not face each other and can maintain appropriate physical distancing norms. The kitchen should be reoriented accordingly.
- Ensure that all tools are sanitized after each use.

- Wash and sanitize hands in fixed frequency. A Bell or an alarm for reminder to do this in every 30 min is advisable. 🧼
- Ensure all garbage bins in the kitchen are well covered.
- Clean floor drains to prevent small fly breeding.

## Food

- Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens. 🧼
- Wash Egg Crate in 100 ppm chlorine for 2 minutes. Use 100 ppm chlorine for sanitizing non veg items & 50 ppm chlorine for veg. Use 50 ppm chlorine to wash hard shell vegetables like potato, tomatoes.
- For Non-Perishable Foods Remove secondary package at the entry point or quarantine the material/product for minimum 24 hours.
- Don't accept any meat or any non veg product in an open condition. Also cover it properly while transporting the item.
- Use approved food grade sanitizing agents to disinfect.
- Ensure cooked food items to be served at about 65-degree temperature.
- The menu must be tweaked to include more options of cooked food.
- Raw food like salads/yogurt, etc should be avoided.
- Go through all food and perishables to check expiration dates and ensure food safety.
- Check food storage areas and exterior entrances for signs of pest activity. Inspect cracks and crevices and areas behind kitchen equipment for signs of pest activity.

## Dishwashing

- The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
- If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Air Drying should be carried out. Dishwashing should be done in hot water.

## Staff and Employees

### Special Appointed Covid-19 Officer

- The management will decide based on the shortlist criteria for the special COVID-19 officer who will be responsible to ensure all SOP protocols are being followed at the establishment the officer will contact the government in case of any emergency. The officer must be a senior employee and must have all the necessary trainings for the position. 

### Officer Entrance

- This officer, if residing outside establishment needs to be checked for fever before entering the place on a daily basis.
- This should be followed by washing of hands with soap for 20 seconds or more.

### Uniform

- The officer must then wear protective gear for COVID-19 i.e. full sleeves uniform, with eyes, face, hands covered.
- Refusing to wear this uniform they will not be allowed to proceed to work.

### Meeting Centre

- The staff should meet in the incident command centre every day where the special appointed COVID-19 officer will explain to the staff about their roles and discuss any possible problem/ information that needs to be brought to the notice of the management. 
- The centre should be able to seat staff have footmarks of 2-meter gap from each other or can be done out in the open

### Training

- All the staff should go through the COVID-19 SOP and other relevant trainings (Guided by the management) that will be conducted by the special appointed COVID-19 officer.

Trainings should be for both new hires as well as old employees. An audit process should be created to ensure adherence to the protocol. 

- Cross-train staff where applicable to use labour more efficiently.

### Shared Equipment

- Shared tools and equipment should be disinfected after each shift.
- Personal belongings should not be shared with other associates.

### Distancing

- Staff must try to maintain a gap of at least 6 feet from guests and each other as well, as much as possible.
- Staff must try to avoid directly contact with guests and their belongings, particularly at the time of guest arrival.

### Isolation Centre

- If any staff member is unwell or feverish, then the individual concerned must be immediately escorted to an appointed isolation room at the establishment, and the local concerned authorities informed. The individual in question should not leave the establishment under any circumstances until the concerned authorities arrive. The isolation room should be equipped with primary care facilities as per directed by the medical authority. 

### Records

Any staff member assigned for outside work or who leaves the premises for any other reason must maintain a record of travel and interaction with other people.

### Reporting for Work

- Request all staff members to stay at home in case of any COVID or flu like symptoms.

## Guests Activities

### Pool, Gym, Spa

- These areas will be closed for service until advised by the government.
- Alternate options such a walk-in open area could be suggested. 🧐
- Activities requiring large gatherings to be suspended.

### Meetings

- In the event guests require a meeting area, a distance of three feet must be maintained between tables as per the government mandate.
- The number of guests in the area should be limited based area available.
- Disinfect the work area and all furniture and equipment and work area after the event.
- For large groups ensure at least one staff member is available for coordination.

### Trips

- All instructions for guest transport to be followed (as mentioned in the Guest Transport section above).
- Guests should carry their own hand sanitizers and masks.
- Maintain physical distancing norms at sightseeing places.
- Don't crowd. Personal responsibility of the guest is of paramount.
- Avoid touching handrails, display cases etc.
- Avoid markets, religious places and all crowded places as per the government mandate.
- Guests could be encouraged undertake outdoor activities such as hiking, climbing, mountain biking, cycling, rope activities and nature walks as advisable under the government mandate. 🧐
- Guests should be requested to shower as soon as they return to their room.

## Wildlife Safari:

### At the Park Gate

- Promote use of E-Tickets/ QR Code system for entering the park will very helpful to reduce touch points. 🧐
- Also, time slots to be planned to avoid crowding at the entry gates. 🧐

### Guide/Naturalist

- The guides/naturalists must be oriented to the SOP and as well as the Hotels Naturalist Guidelines.
- Guides/naturalists should avoid sharing binoculars or books with guests and must maintain a distance of six feet from the guests. In a vehicle, the guide should be preferably seated in the front seat.
- Binoculars for guests should be sanitised before and after every jungle drive.
- Guide's/Naturalist must wear masks and keep a hand sanitizer handy.
- Upon return from the safari, to establishment the naturalist/ guide and guests must wash their hands with soap.

### For the private vehicle provider

- Sanitise vehicle seats and handlebars before and after each safari. 🧐
- The driver and guides should avoid shaking hands. Namaste is an acceptable greeting.
- Inform guests that they should use the toilets at the resort before leaving for the park.
- Inform guests that they will not be allowed to get down inside the park.
- Inform guests that they have to eat their breakfast in the vehicle and will not be allowed to alight.
- Allow only the same group/family in one vehicle.

## For the Resort

- Tea coffee basket should be cleaned and sanitised with hot water and soap solution.



- Ice box to be washed and sanitised after every jungle drive/cruise with hot water and soap solution.



## Cruise safari

- While escorting the guests, a safe distance is to be maintained.
- The jetty should be equipped with hand sanitizers and disposable masks.
- Sanitized life jackets to be offered to the guest while keeping a safe distance.
- Guests to be requested to be seated maintaining a safe distance from each other.
- The seat next to the boatman to be kept empty promoting safe distancing policy.
- Boats to be sanitised after each ride.

## **Additional Guidelines**

### **Mopping Indoor Areas**

All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.

### **Metallic Surfaces**

For metallic surfaces like door handles, security locks, keys etc. 70% alcohol like all surface disinfectant cleaner can be used to wipe down surfaces where the use of bleach is not

suitable. 🧐

### **Govt. Guidelines**

Kindly refer to the WHO guidelines or your local state & central government health authorities for additional information on appropriate disinfectants can be checked on. 🧐

### **Timings**

Based on the projected occupancy levels you may wish to define the operational timings of each of the areas and advise your guests accordingly.

## Recommended Disinfectants for Cleaning

Coronaviruses are killed by several chemical disinfectants readily available from consumer and commercial sources, and likely to be used already by hotels. Examples of appropriate disinfectant solutions are listed in the table below.

DISINFECTANTS	RECOMMENDED USE	PRECAUTIONS
Sodium hypochlorite (bleach) <b>1000 parts per million of available chlorine, usually achieved by a 1 in 50 dilution of 5% liquid bleach</b>	Disinfection of material potentially contaminated with blood and body fluids (Recommended contact time with surfaces is 10 minutes).	<ul style="list-style-type: none"> <li>• Should be used in well-ventilated areas</li> <li>• Protective clothing required while handling and using undiluted bleach</li> <li>• Do not mix with strong acids to avoid release of chlorine gas</li> <li>• Corrosive to metals</li> </ul>
Granular chlorine e.g. Det-Sol 5000 or Diversol, to be diluted as per manufacturer's instructions	May be used in place of liquid bleach if this is unavailable	<ul style="list-style-type: none"> <li>• Should be used in well-ventilated areas</li> <li>• Protective clothing required while handling and using undiluted bleach</li> <li>• Do not mix with strong acids to avoid release of chlorine gas</li> <li>• Corrosive to metals</li> </ul>
Alcohol e.g. Isopropyl 70%, ethyl alcohol 70-80%	Smooth metal surfaces, table tops and other surfaces on which bleach cannot be used	ventilated area, avoid inhalation of equipment, flames, hot surfaces

## Brands of Disinfectants for Cleaning

Product	Brand	Available at
Masks	3 Ply Mask	Medical Store; Amazon
Surface Disinfectant Cleaner for Flooring	Waxpol XStrong Surface Disinfectant Cleaner	Amazon or contact company
Surface Disinfectant Cleaner for Metal	Waxpol All Surface Disinfectant Cleaner	Amazon or contact company
Surface Disinfectant Cleaner for Bags	Waxpol All Surface Disinfectant Cleaner	Amazon or contact company
Hand Sanitizer Alcohol Based	Waxpol Hand Sanitizer	Online or contact company

## Direction for Cleaning Touch Points

Area/Item	Item/Equipment	Frequency	Method/Procedure
General Cleaning	Detergent & Warm Water, XStrong Waxpol Surface Disinfectant Cleaner	Twice a day	Scrub floors with hot water & detergent using minimal contact. Clean with plain water Allow to dry & MOP with disinfectant
Lockers, Tables, Cupboard, Wardrobes	Damp Duster with All Surface Disinfectant Cleaner	Daily	Damp dust with regular
Railings	Detergent/Sanitizer -hot water, All Surface Disinfectant Cleaner	Twice a day	Damp dust with warm water & detergent followed by disinfection
Mirrors & Glass	Warm water/ Detergent water/ Cleaning solution damp cloth wiper	Daily	Using warm water & a small quantity of detergent & using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror & glass to a clean dry finish
Furniture & Fittings	All Surface Disinfectant Cleaner, Duster	Daily	Using disinfectant damp dust, Furniture & fittings, including chairs, stools, beds, tables etc
Light Switches / Over bed lights	All Surface Disinfectant Cleaner, Duster	Daily	Light switches to be cleaned of dust, spots& finger-marks, clean with a damp cloth. Over bed lighting to be damp dusted, clean with damp cloth.
Toilet Pot/Commode	Harpic, Long handle angular brush	Whenever required	Inside Of toilet pot/commode, Scrub with the Harpic & angular brush. Externally Clean with soap powder & scrubber
Toilet Floor/Sink	Xtrong Disinfectant Cleaner/Soap, scrubbing brush	Whenever required	Scrub with soap powder/Disinfectant cleaner & the scrubbing brushes. Wash with water

Taps & Fittings/ Shower area	Warmwater, Detergent powder, Nylon scrubber	Whenever required	Wipe over taps & fittings with a damp cloth & detergent. Care should be taken to clean the underside of taps & fittings
---------------------------------	---	----------------------	---

## Templates

These are suggested formats for communications with guests

### Template 1: Pre-arrival Information to be sent to Guest

Dear Patron,

Thank you for booking your next holiday with us. We are looking forward to your visit, and wish to update you on our concern for your safety, while you are with us.

We are taking precautions to ensure hygiene and cleanliness at all touch points of your visit, and beyond. To help us ensure your stay is safe, seamless and enjoyable, we request you to please prepare yourself with the following for the new-normal way of holidaying:

- Please carry your personal masks and alcohol-based hand sanitizers. We can also provide you these, if you wish, at additional cost.
- Please carry your refillable water bottles
- Please share your travel history if you have visited any Covid-19 hotspots
- Please do not travel if you have a cough and/or fever. If you have one on arrival, we will have to send you to the closest medical facility as per government directives
- Please adhere to the measures in place and follow guidelines to keep your stay sanitized
- Practise social distancing norms and Covid-19 precautions during your stay with us
- Your activities are being planned carefully, please follow instructions to help us make these enjoyable
- We request you to take personal responsibility for yourself, your family, friends to ensure you are armed with the latest updates for Covid 19, and help us ensure a safe and enjoyable environment for you.

## Template 2: Pre-Dining Information for Guest

Dear Patron,

Please note that the following safeguards have been put in place for your safety and that of our employees. We request your patience and kind cooperation, and regret any inconvenience that may be caused. Please do feel free to let us know of any suggestions you may have for improving the process – we are continually trying to improve our procedures for your safety and comfort.

- Please do not enter the restaurant unless directed to do so by a member of the restaurant staff
- We will monitor your temperature before you enter the dining facility and may deny entry to the restaurant if we feel there is cause for concern
- Tables have been re-arranged so as to maintain a distance of six feet, from each other
- A maximum of four people will be allowed per table.
- All chefs are required to wash and sanitize their hands frequently (at least every hour).
- Chefs are required to wear surgical masks with goggles at all times and wear gloves when handling food items.
- All buffet or semi-buffet food are served in smaller portions and are replaced or replenished approximately every 30 minutes to avoid contamination.
- All tableware including salt and pepper shakers, toothpick holders, sugar containers, tent card holders, menus and bill folders will be cleaned and sanitized on a daily basis.
- All crockery and utensils used at the buffet counters, including tongs, spoons and under liner will be changed and sanitized every 30 minutes.
- Disinfecting wet wipes to be given out to replace normal wet wipes at all restaurants and function areas.
- Dining tables and chairs to be sanitized with designated disinfectant before serving new guests, so guests can find a pleasant and safe dining experience at all restaurants.
- Request you to reserve a table before coming down for your meal

## Face Mask Protocol

### How to put on a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
- Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
- Determine which side of the mask is the front. The coloured side of the mask is usually the front and should face away from you, while the white side touches your face.
- Follow the instructions below for the type of mask you are using.
- Face Mask with Ear-loops: Hold the mask by the ear loops. Place a loop around each ear.
- Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow at the nape of your neck.
- Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
- Mold or pinch the stiff edge to the shape of your nose.
- Pull the bottom of the mask over your mouth and chin.

### How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
- Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
- Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.

- Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
- Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

## Why should we not use Nitrile or Latex Gloves:

- The use of Nitrile or Latex gloves, while good for optics, isn't the best thing for outdoor trips in the wilderness, and we would not be requiring our staff to wear them all the time for the following three reasons: 
- A small puncture or tear in the gloves is not uncommon in the wilderness and Nitrile or Latex gloves give a false sense of security.
- The World Health Organization does not believe that wearing gloves outside is effective in preventing coronavirus infections: "Regularly washing your bare hands offers more protection against catching COVID-19 than wearing rubber gloves," the health organization has clearly stated.
- Gloves – Nitrile or Latex are meant for single use only. They need to be discarded after every 4 hours, and these gloves take hundreds of years to bio-degrade

## General manager checklist to prepare the resort to safely and successfully resume operations

### Chemical reminders

- Do not mix chemicals with anything but water
- Only add chemicals to water, but never add water to chemicals.
- Always use adequate ventilation.
- Follow label directions, including PPE guidance, and only use chemicals for their intended application and use area.
- If able, check your expiration dates and discard of expired products according to the label and local regulations.
- Store chemicals in properly labelled containers.

### Laundry & Housekeeping

- If turned off, turn water back on for washers and dispensers.
- If turned off, turn power back on to chemical dispensers.
- Process any soiled linen that was left before shut-down.
- Empty all spray bottles and fill with fresh chemical. Ensure that both water and chemical are flowing to the spray bottle.
- Clean/restock housekeeping carts.

### Public Spaces

- Empty all spray bottles and fill with fresh chemical. Ensure that both water and chemical are flowing to the spray bottle.
- Check and refill hand sanitizer stations.
- Check and refill air freshener dispensers.

### Food Service

- If dish machine was disassembled prior to close, reassemble machine. Once assembled, power on dish machine.

- If delimiting is part of your routine, delimit machine prior to reopening.
- Run test rack through dish machine and ensure it is working properly. If a high temperature dish machine ensure you are reaching required temperature. If a low temperature dish machine ensures that it's testing for the correct PPM.
- Check that refrigerator is at 41F° or less and freezers are at 10F° or less
- Check for hand washing sinks to be clean and stocked with soap, a drying device (towel or dryer), a hand washing wall chart, and a trash receptacle.
- Check to ensure water is reaching 100F° at hand washing sinks and 110F° at 3 comp sinks.
- Ensure you have completed corrective actions from your last health inspection prior to reopening. 🧐
- Ensure you have all required documentation available. 🧐
- Check under and behind kitchen equipment for signs of pest activity (cockroach, mice, small flies, etc.).

### **Water Filtration & Softening**

- If closed for under 4 weeks, flush the water systems (hot and cold) for 10 minutes.
- If over 4 weeks and a replacement filter is needed, contact the management and coordinate an order at least two weeks prior to reopening.
- If property has been running water throughout the facility during shut down then no action needed.
- If the property has been closed for less than 4 weeks, force the softener into regeneration (both tanks) before returning to service.

## FAQ

### 1. How can we help prevent the spread of the virus?

- Practising good hand hygiene and sneeze/cough hygiene is the best defence against most viruses. You should:
- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- Avoid contact with others (touching, kissing, hugging, and other intimate contact)
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitizer.

### 2. Can hotel guests bring in the virus?

- The risk of hotel guests who may be infected staying in hotel settings is currently extremely low. It is important that the hotel provides guests with information about coronavirus to prevent spread upon their arrival to the hotel.

### 3. What if hotel guest needs to self-isolate?

- If hotel guests need to self-isolate in a hotel, it is important that staff take precautions to prevent the spread of the virus. The risk to staff should be low if they wash their hands well and the guests do not have symptoms. Staff should avoid close contact with these guests, but it is safe to be in the same room (at a distance) with protective mask when delivering food.

### 4. Is it safe to clean the room?

- Cleaning staff should avoid close contact with guests who have self-isolated. They should wear gloves while cleaning and use alcohol hand rub before wearing and after removing gloves. As an added precaution, your cleaning staff may wish to wear a surgical mask while cleaning the room. Before entering the room, cleaning staff may inquire if people are well, and ask them to put on a surgical mask. 

## 5. What if a guest becomes ill?

If a person who has self-isolated develops symptoms, they should be immediately reported to the health authorities. It is important to phone ahead to the hospital or doctor to get

advice. 🧐 Associates should avoid contact with guests who become unwell and seek

appropriate medical advice if this occurs. 🧐

## 6. What is this virus?

- Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS). The virus is called 'novel' because it is new. It has not been detected before this outbreak. It is likely that the virus originally came from an animal, and there is now evidence that it can spread from person-to-person.

## 7. What are the symptoms?

- Symptoms include (but are not limited to) fever, cough, sore throat, fatigue and shortness of breath.

## 8. How does the virus spread?

The virus is most likely to spread from person to person through:

- Direct contact with a person whilst they are infectious.
- Contact with droplets when a person with a confirmed infection coughs or sneezes
- Touching objects or surfaces (such as door handles or tables) that were contaminated by droplets from secretions coughed or sneezed from a person with a confirmed infection, and then touching your mouth or face.

## 9. For how long can a person spread the infection to other people?

- The length of time that a person is infectious, that is, can spread the infection to others, is not yet known. However, there has been emerging evidence of asymptomatic or minimally symptomatic infection and pre-symptomatic transmission in at least one case

cluster. It is therefore likely that a person can spread the infection from before the time they first develop symptoms until up to one day after symptoms stop.

#### **10. Who is most at risk of a serious illness?**

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly. From previous experience with other coronaviruses, the people at most risk of serious infection are:

- People with compromised immune systems
- Elderly people
- Very young children and babies
- People with diagnosed heart and lung conditions

#### **11. What the hotel staff needs to know?**

Educate staff on the most common signs and symptoms of corona infection which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms.

#### **12. Should the Hotel keep a record of staff and guest movement?**

The hotel should maintain records that will help you trace who has been in contact with any infected individuals that have been to the property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes. This is especially important if someone in the hotel has been confirmed to have the virus.

## Disclaimer

Unless otherwise specifically stated, the information contained in this document is made available to the Public by The Responsible Tourism Society of India (RTSOI). In compiling this Document, RTSOI has strived hard to be as accurate and complete as possible. However, RTSOI or any other entity thereof does not, at any time, warrant or represent that the contents within are complete. While all attempts have been made to verify information provided in these guidelines, RTSOI assumes no responsibility for any errors, omissions, contradictory information, and/or contrary interpretations, the relevance of the application of Standards to mitigate the present Pandemic, or the reference to the latest updates of the information/data/charts of the subject matter herein. RTSOI, any other committee formed under RTSOI or any other agency or entity constituted by RTSOI thereof, does not assume any legal liability or responsibility for the accuracy, completeness, usefulness or interpretations of any of the information, contents, data, diagrams, charts and figures that feature in these guidelines or for consequences resulting from the application of the guidelines. These guidelines may not be sold or used as a source of business, advertising, or for any other purpose, other than their intended use as a Guidance Document. Adherence to absolutely all the applicable National, State and Local laws, rules and regulations, statutory guidelines and any other mandatory requirements is the sole responsibility of the reader and user of this document. These guidelines are only a compilation of data collated from various sources and do not constitute a statutory or compliance document for approvals, recommendations, certifications, proof or reference. Reference herein to any specific commercial product, process and service mentioned by trade name, trademark manufacturer or otherwise, does not constitute or imply its endorsement, recommendation or endorsement by RTSOI or any other entity thereof.

Thank you,

The Responsible Tourism Society of India

## References

- World Health Organisation. WHO-2019-nCoV-Hotels-2020. Available from <https://apps.who.int/iris/bitstream/handle/10665/331638/WHO-2019-nCoV-Hotels-2020.1-eng.pdf>
- Australian Government. Department of Health (2020). Information for hotels and hotel staff COVID-19 . Available from [https://www.health.gov.au/sites/default/files/documents/2020/02/coronavirus-covid-19-information-for-hotels-and-hotel-staff-coronavirus-covid-19-information-for-hotels-and-hotel-staff\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/02/coronavirus-covid-19-information-for-hotels-and-hotel-staff-coronavirus-covid-19-information-for-hotels-and-hotel-staff_0.pdf)
- NSW Government. Health (2020). COVID-19 Hotels and Accommodation facilities. Available from <https://www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-hotels-and-accommodation-facilities.aspx>
- World Health Organization. (2020). Getting your workplace ready for COVID-19. Available from <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>
- Park, H., Kline, S. F., Kim, J., Almanza, B., & Ma, J. (2019). Does hotel cleanliness correlate with surfaces guests contact? International Journal of Contemporary Hospitality Management, 31(7): 293-2950. Available from <https://doi.org/10.1108/IJCHM-02-2018-0105>
- Centres for Disease Control and Prevention. (2020). Coronavirus disease 2019 (COVID-19) situation summary. Available from <https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>
- Centres for Disease Control and Prevention. (2020). Interim guidance: Get your mass gatherings or large community events ready for coronavirus disease 2019 (COVID-19). Available from <https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html>
- Centres for Disease Control and Prevention. (2020). Interim guidance for businesses and employers to plan and respond to coronavirus disease 2019 (COVID-19). Available from <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>
- Centres for Disease Control and Prevention. (2020). Interim US guidance for risk assessment and public health management of persons with potential coronavirus disease 2020 (COVID-19) exposure in travel-associated or community settings. Available from <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- Australian Department of Health. (2020). Information for hotels and hotel staff. Available from [https://www.health.gov.au/sites/default/files/documents/2020/02/coronavirus-covid-19-information-for-hotels-and-hotel-staff-coronavirus-covid-19-information-for-hotels-and-hotel-staff\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/02/coronavirus-covid-19-information-for-hotels-and-hotel-staff-coronavirus-covid-19-information-for-hotels-and-hotel-staff_0.pdf)
- New Zealand Ministry of Health. (2020). COVID-19 (novel coronavirus) - Information for hotels and hotel staff. Available from <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-novel-coronavirus-information-hotels-and-hotel-staff>
- Kerala Tourism SOP for Hotels/Restaurants and Resort (2020). Available from: <https://www.keralatourism.org/images/covid19/SOP%20for%20Hotels%20and%20Resorts.pdf>
- How to Put on and Remove a Face Mask, San Francisco Department of Public Health (2020) Available from: <https://www.sfdcp.org/communicable-disease/healthy-habits/how-to-put-on-and-remove-a-face-mask/>
- Ecolab Manager-Checklist Reopening Hospitality (2020). Ecolab Corporate-Checklist Reopening Hospitality
- Aarogya Setu Mobile App (2020). Available from <http://www.mygov.in/aarogya-setu-app/>
- COVID-19 Virus Outbreak Control and Prevention State Cell Health and Family Welfare Department, Govt. of Kerala. (2020). Health Advisory for Drivers, Crew and Passengers of Taxis and Interstate Vehicles. No.31/f-2/2020/health
- Outbound India-Himalaya (2020). Keeping our programs safe from COVID-19. Available from: <http://www.outwardboundindia.com/covid-19-sops.html>.
- Inputs from Lords Hotels and Resorts (2020) Mr. Rakesh Mathur
- Oberoi Hotels (2020). Safety and Hygiene. Available from: <https://www.oberoihotels.com/safety-and-hygiene/>
- Adventure Tour Operators Association of India (2020) TOUR OPERATORS & ACCOMMODATION Guidelines for POST COVID HANDLING OF GUESTS, Version 1.2.
- Waxpol Hotels & Resorts (2020). The New Normal- Guidelines for Operation of Waxpol Hotels Post COVID-19. Available from: [www.waxpolhotels.com](http://www.waxpolhotels.com)

# BE RESPONSIBLE

# BE SAFE

