



# THE IMPACT OF COVID-19

## CORONAVIRUS UPDATES FOR AMERICA'S HOTEL OWNERS

### RECOMMENDATIONS FOR GUEST CARE DURING COVID-19

#### Guest Care and Guidelines for Suspected/Actual Cases

1. Advise your guest to immediately seek professional medical assistance.
2. Hotel should contact the local health authority and follow recommended procedures.
3. If franchised, contact your Area Director or other appropriate franchise representative.
4. Conduct disinfection or other recommended procedures as directed by the local health department.
5. Consider an outside hazardous materials vendor.
6. Be prepared to implement quarantine plans.
7. Instruct the self-isolating guest to:
  - Remain in the guestroom;
  - Refrain from using any public spaces;
  - Make requests for services through hotel operator or mobile chat;
  - Leave trash, in trash bags provided, in the guestroom; and
  - Limit or avoid having outside visitors.
8. After guest departure:
  - Discuss proper room cleaning techniques with your local health authority and/ if Franchised, visit your Franchisor's website for additional guidance.
  - If there is a confirmed diagnosis of the virus, consider informing guests of the fact that a confirmed case was present in the hotel. Refrain from identifying the guest or the guest room. If franchised, speak to your franchisor for more specifics.

#### If a Guest Reports Symptoms of Coronavirus

Below are recommended procedures if a guest reports symptoms.

- Inform senior management in the Hotel and your ownership of the situation.
- Try to separate the guest from other Hotel guests as much as possible.
- Encourage the guest to contact their doctor immediately or contact a local medical center for advice in accordance with your procedures.
- Follow the advice you receive from your local health department, including the department's recommendations for dealing with the potentially infected guest.
- Do not transport the guest to any other location unless directed to by a medical advisor/doctor.
- If a symptomatic guest checks out, decontaminate the room in accordance with directives issued by the local health department.
- If the guest leaves the property, but other guests remain in the same guest's hotel room, encourage these guests to contact their own doctor immediately for advice. Do not allow any employees to enter the room until it has been decontaminated by the trained housekeeping staff or local authority.
- Document the details of each action taken for follow-up.
- If you are considering an eviction, contact your Legal Counsel.

*AAHOA does not provide business or legal advice or representation to anyone. AAHOA goes to great lengths to ensure the information it provides is accurate and useful, but strongly recommends that all members consult a lawyer and obtain professional advice and representation that is appropriate to his/her particular situation.*

**FOR MORE INFORMATION | [COVID19@AAHOA.COM](mailto:COVID19@AAHOA.COM) | [WWW.AAHOA.COM/COVID-19](http://WWW.AAHOA.COM/COVID-19) | 404.816.5759**