

Breakout 5: Hotels, Lodging, and Short Term Rentals

Colleen Dalton, Facilitator

COVID-19 Hotels, Lodging, and Short Term Rentals

<https://covid19.ca.gov/pdf/guidance-hotels-lodging-rentals.pdf>

Breakout Group Notes

- Patty Baird discusses approach for Cedar House hotel in Truckee
 - Cleaning and Disinfecting Protocols
 - Holding off on 40% of inventory to comply with regulation recommendation to leave room vacant for 24 – 72 hours
 - Cedar House uses electrostatic mist to disinfect rooms and staff in hazmat suits take the linens off and bag them, while housekeepers make the beds with fresh linens
 - some challenges around the chemicals being used and time to air that out, and chemical sensitivity; Cedar House is considering UV light machines but they are pricey
 - Staff using gloves to deliver items to rooms and clean, but it should be noted that handwashing is the best option wherever possible
 - Don't forget about dirt accumulation because of new focus on disinfection!
 - Signage
 - Location of signage is crucial – there is a bit of “sign blindage”
 - More attention paid to signage when larger and in pathways, such as sandwich boards
 - For example, this has helped some with guests remember to wear their face coverings in the lobby
 - Face Coverings/Masks
 - Staff are wearing these, but guests are not as compliant with face coverings especially after having stayed at the facility for a long time
 - Sneeze Guards and Physical Barriers
 - At Cedar House, using “Griplock” for more stylish screens that can be used at front desk and can help with physical distancing guidelines in lobby, dining rooms, etc.
 - <https://www.griplocksystems.com/product-category/social-distancing-plexiglass-shield>
 - <https://www.griplocksystems.com/product-category/decorative-hanging-panel-suspension-covid-19-protection-system>
 - Some changes are for the better and will likely continue even after COVID – for example, lobby configuration, stopping breakfast buffet (cost savings and more choice for guests)
- Guests want to know they are safe when they visit! Set expectations ahead of time, advertise your protocols or operational plan on your website, etc. Messaging should be transparent and consistent on all platforms – highlight priority on safety, security, and cleanliness.
 - At Cedar House:
 - they communicate daily with guests via text about expectations for safety
 - they offer COVID-19 amenity kits (not free but replaces mini-bar) – 2 face coverings, 2 gloves, hand sanitizer
- One hotel reported challenge with theft of sanitizer from entrances

- Short Term Rentals
 - If using local/contracted janitorial staff, ensure they are aware of the proper cleaning protocols – which include HEPA filters for vacuums among other recommendations
 - Reduce touchpoints as much as possible – remove magazines, brochures, etc. (this is true in hotels as well)
 - Remove “extras” in common touchpoints like kitchen and bathroom; for example: extra spices, extra utensils, extra linens, extra toilet paper, etc. and set those expectations with guests ahead of time – per guidelines, even items that appear unused need to be cleaned or discarded
 - Cannot rent if you are occupying the residence
 - Hot tubs and saunas are not allowed at this time, but pools are

Questions:

- Does the ban of hot tubs and saunas include a ban on jacuzzi tubs?
 - No, this would not apply to bath tubs in the house
- Should cleaners change gloves for each room?
 - In hotels, cleaners change gloves between each room to avoid cross contamination
 - In one unit/STR, it’s probably not necessary to change gloves between each room in the same unit/house, with the possible exception of changing gloves after cleaning bathroom due to sanitary reasons and higher risk of contamination
- For STRs, is it recommended that guests bring their own linens?
 - Limit bedding as much as possible
- For STRs, should duvet covers be cleaned between each visit?
 - Yes, duvet covers should be cleaned between each visit
 - For duvets themselves, there are certain products that can be used on duvets and other cloth surfaces like sofas, etc.
 - Limit bedding as much as possible – i.e. remove extra decorative pillows
- For recommendation that rooms stay empty for 24 – 72 hours after guest leaves, can the cleaners enter during that period or is recommendation to leave the room completely empty for that time period?
- Should air filters in house be replaced more often? Should they be upgraded?

Zoom Meeting Chat

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16:21:55 From 5 Priya Kannall : Breakout Room 5 - the full guidelines can be found here:

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16:22:18 From 5 Tai Boutell : not read

16:34:57 From 5 Charles Haber 5 : 50/50....staff are fine

16:35:03 From 5 Charles Haber 5 : No audio

16:36:20 From 5 : I am #5 my name is Lisa and I am a STR

16:36:22 From 5 - Katie Zachariades : short term rentals - Tahoe Exclusive Vacation Rentals

16:37:20 From 5 Charles Haber 5 : Biggest problem is theft of sanitizer from entrances

16:57:40 From 5-Colleen Dalton : griplock

17:01:25 From 5 Tai Boutell : 72 hour down time, can the cleaner be in the middle of that? STR