

TOURISM SANITIZATION GUIDELINES: HOTELS

This document has been created to provide tourism accommodations in the Cayman Islands with guidance on safety and health-related measures, in response to the COVID-19 pandemic. Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed and implemented to support Phase 4 opening plan readiness in addition and to complement regular sanitizing procedures.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control, suppression, and management of COVID-19 is adhered to. Please verify the most current laws and regulations with official government sources. This document is in addition to the public health policy and guidelines and is created to support the “Readiness Plan” for **Phase 4** implementation and should be reviewed and revised upon the implementation of new phases in the future.

This document includes the following information to support tourism accommodation operators:

- Recommended Guidelines
- Tourism Accommodation Guidance
- Advanced Sanitization Checklist

Accommodations are responsible for implementing these guidelines. For the removal of doubt, accommodation categories are defined as **Hotel, Guest House, and Apartment**, per the Tourism Law, 1995 revision.

Recommended Guidelines (HOTEL CATEGORY)

1. An official COVID-19 sanitization, health, and safety policy should be created by each tourism accommodation. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.
2. All tourism accommodations should adhere to the Advanced Sanitization Checklist. The checklist can be found at the link above.
3. All tourism accommodations will implement protocols based on the areas that have been identified in this document within the hotel.

This guidance document is based on CARPHA (2020). Caribbean Public Health Agency Technical Guidance for Tourism: Guidelines and Checklists for Reopening of Caribbean Tourism and Travel (Accommodations) COVID-19 Series.

4. All tourism accommodations will train all staff members of the tourism accommodation on new protocols put in place.
5. Any new protocols that are established by the Cayman Islands Government (CIG) will be adhered to, as necessary.
6. Testing of employees following guidance outlined by the CIG.
7. Additional information can be found at www.gov.ky or email sanitization@caymanislands.ky.
For more information on the National Policy: [NATIONAL POLICES LFT](#)

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Best Practice Measures	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks.	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control Check
HOTEL OVERVIEW							
1	Hand Washing	Staff members	Hand washing is a requirement for all staff members and hand sanitiser should be placed throughout the property.			Ongoing	
2	Check-in	Staff Members	Digital check-in should be made available for all guests.	Where this is not possible, physical distancing measures should be adhered to.		Ongoing	
3	Training	Staff Members	All staff members should be trained in new procedures and protocols for tourism accommodation.	Reinforcement of these protocols should take place daily.		Ongoing	
4	Personal Protective Equipment	Staff Members	PPE will be required for all associates. Consider having clear masks in stock for staff to communicate with			Ongoing	

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			visitors who have hearing impairments.				
ARRIVAL SPACES							
5	Door Handles	Entrance	Door handles and knobs sanitised regularly (at least twice every hour)			Ongoing	

FRONT DESK							
6	High touch areas	Front Desk	A deep clean and more frequent cleaning of high touch/traffic areas should be completed.	After each guest.		Ongoing	
7	Hand Sanitiser	Front Desk	Hand sanitiser available at front desk and dispensers throughout the property. Infographics are used to communicate hand hygiene.			Ongoing	
8	Public Restrooms	Front Desk	Restrooms in arrival areas should be cleaned and sanitised frequently (every two hours)			Ongoing	
9	Physical Barriers	Front Desk	Physical barriers (plexi-glass barriers)			Ongoing	

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			encouraged at front desk.				
10	Concierge	Front Desk	Digital and self-service platforms are encouraged.			Ongoing	
GUEST ROOMS							
11	Maid Service	Guest Rooms	Enhanced cleaning measures should take place between guest stays. All furniture, fixtures and surfaces should be sanitised after each guest use. High touch items (handles, pulls, electronics, temperature controls, etc.) should be cleaned more frequently.	Appropriate chemicals for cleaning thoroughly should be used. Housekeeping staff to wear PPE including gloves, eye protection, face mask, and protective gown at all times when in guest rooms		Ongoing	
12	High touch areas	Guest Rooms	High touch items such as books/magazine should be removed from rooms.			Ongoing	
13	Room Service	Guest Rooms	A digital alternative should be offered for the ordering of room service and any additional amenities.			Ongoing	

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SPA AND FITNESS							
14	Equipment	Spa and Fitness Centre	Increase sanitization of equipment, lounge areas, and treatment facilities	Designate no-touch return bins available for guests to deposit towels without staff handling them.		Ongoing	
15	Hand Washing	Staff Members	Increased hand washing and hand sanitization stations are located throughout fitness center and spa.			Ongoing	
16	Rental Gear	Spa and Fitness Centre	Increased sanitization of rental gear, hair dryers, etc.	Single use options should be encouraged.		Ongoing	
17	Lockers and Keys	Spa and Fitness Centre	Lockers and keys should be sanitised frequently.			Ongoing	
18	Fitness Activities	Spa and Fitness Centre	Promote outdoor or in-room fitness alternatives.			Ongoing	
RESTAURANT AND BARS**	**NOTE** Please refer to Hotel Restaurants/Bar Sanitization Guidance						

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