



Stay at Home 2.0

LODGING

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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Industries: All rented accommodations. Examples given: Hotel, Motels, short-term rentals, and cabin rentals, Bed and Breakfasts, and Inns.

This guidance applies to opening of hotels, motels, B&B's, cabin communities, private cottages/condominiums/homes, and similar accommodations open to the public, including short-term rentals that were restricted under Emergency Order 27.

Lodging Industry – Phase 1

Effective immediately, Hotels, Motels, B&B's, Cabin Communities and similar accommodations open to the public, including short-term rentals, **may accept overnight reservations from New Hampshire residents, or out of state visitors who have met the 14 day quarantine requirement. Reservations may be accepted by phone, online, or in person.**

Guest check in may commence on Friday, June 5th, 2020. Operators should require a copy of a NH driver's license or a signed document from the guest(s) attesting that all the person(s) staying at the lodging facility remained at a home for at least 14 days before arriving in New Hampshire, only going out for essential items and when outside of the home maintaining social distancing and wearing face masks when within less than 6 feet of another person during this 14 day "quarantine". Out-of-state guests should be made aware at the time of the reservation of the need for this requirement and signature.

Safeguarding Guidance:

In addition to strict adherence to [CDC guidelines](#), the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

1. Follow [Universal Guidelines](#)
2. Follow [Restaurant and Food Service Guidance](#)
3. Follow [Retail Guidance](#)
4. Follow sanitation frequency guidance contained in this document at all times
5. If serving food, Provide ServSafe COVID-19 or equivalent training as soon as possible
6. Staff should be screened for symptoms or risk factors for COVID-19 using the guidance found in the [NH Universal Guidelines](#)
7. Employees with confirmed cases of COVID-19 must stay home until symptom-based criteria are met for discontinuation of isolation:
 - a. At least 10 days have passed since symptoms first appeared
AND
 - b. At least three days (72 hours) have passed since recovery (recovery is defined as resolution of fever reducing medications plus improvement in other symptoms).



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Consumer Protection:

1. Enhanced housekeeping sanitation strategies after every room use. Cleaning and disinfection should be conducted for every room after a guest leaves. Follow cleaning and disinfection guidance as outlined in the New Hampshire Universal Guidelines
2. In Common Areas, sanitizing of door handles, faucet handles; all other customer touch-points in common areas, and other areas of hand contact every two hours, at a minimum
3. Common areas are closed, and no congregating in lobby;
4. Provide Room service or grab and go items as an alternative to hotel restaurants . Hotel restaurants should align with the food services phase schedule.
5. All congregate amenities e.g pools, hot tubs sauna and exercise facilities will follow the Health and Fitness Guidelines.
6. Guests should asked the following questions at check-in & a copy kept with their record, Minimum standards is signage must be prominently posted at the entrance asking customers regarding COVID-19 symptoms:
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. Have you had changes in your sense of taste or smell ?
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
 - f. A version of this checklist should be included in reservation confirmations.
7. Social distancing at check-in. Sneeze guard barriers recommended. All digital check-in where possible.
8. If Staff or guests will be coming inside the social distance range of each other, cloth face coverings must be worn by staff, and recommended for guests.

Business Process Adaptations:

1. Capacity for lodging operations that have inside room access should be limited to 50% of approved rentable rooms in order to limit guests coming into close contact. For lodging operations that have individual outside room access, or inns or bed and breakfast facilities with 20 or fewer internal access rooms, no capacity restrictions apply. For the purposes of determining capacity, room usage by pandemic emergency workers and first responders, and existing occupancy by long term residents, shall be not be included in the capacity calculation.
2. Place hand sanitizer stations in hotel lobby and bathrooms and throughout the establishment, where appropriate.
3. Cloth face coverings should be used by employees and guests when working or moving within the facility when social distancing is not possible. For guests, this



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includes at check-in and check-out, and when transiting to/from a guest room through the facility when social distancing is not possible.

4. Guest rooms that are assigned (assuming not operating at full capacity) should be spaced out between floors and avoid placing people in adjacent rooms when possible.
5. Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing, if possible.
6. Elevators, if present in the facility, should be limited to one person or associated reservation group at a time. Lines for elevator use should be clearly marked with demarcations on the floor spaced at least 6 feet apart for where people should stand to wait for an elevator.
7. Similarly waiting lines for check-in or check-out should be avoided and any lines should have clear demarcations on the floor spacing people or groups at least 6 feet apart. Electronic or automated check-in and check-out processes are preferred.
8. Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
9. Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing, if reasonable.
10. Assign a dedicated staff member (i.e., a safety officer) who is empowered to monitor and improve compliance with social distancing and other protective policies, including education, hand hygiene and cloth face covering use amongst employees and guests.
11. Businesses should continue to remind all patrons that those with an elevated/High risk should continue to shelter at home.
12. A list of instructions should be included in reservation confirmations

