

TOURISM INDUSTRY CLEANLINESS BEST PRACTICES

The following document has been prepared to serve as a guide for Riviera Nayarit's tourism sector and includes detailed best practices from around the world on how to prevent the transmission of COVID-19. In preparation for a summer reopening, we must ensure that all establishments are elevating their standards of cleaning measures to regain consumer trust and assure we are well-prepared once travel resumes again. These guidelines will be updated continuously following the recommendations and requirements of local, federal and international authorities. For more up-to-date information on COVID-19 cases and resources in the state of Nayarit, visit: <https://covid19.nayarit.gob.mx/>



RESOURCES:



- [Mexico Ministry of Health](#)
- [World Health Organization's Operational considerations for COVID-19 management in the accommodations sector](#)
- [U.S. Travel Association Industry Guidance for Promoting the Health and Safety of All Travelers](#)
- [American Hotel & Lodging Association Enhanced Industry-Wide Hotel Cleaning Standards](#)
- [Hotel Association of Canada \(HAC\) Information and Resources for Hoteliers](#)
- [SG Clean - Singapore Government Agency](#)
- [Center for Disease Control Signage for Public Health Communication](#)
- [IATA](#)

CONTENTS:



- I. Traveler Wellbeing & Expectations
- II. Hotel Protocols & Best Practices
- III. Health Screening
- IV. Procedures & Amenities
- V. Food & Restaurant Safety
- VI. Employees
- VII. Tour Operators & Other Hospitality Services
- VIII. Airports
- IX. Cleanliness Certification Resources



I. TRAVELER WELLBEING & EXPECTATIONS

In general, establishments should consider that consumers will be holding everyone to higher cleanliness standards. They will be reviewing these measures even before making their decision to book travel to international destinations. New rules of engagement among travelers for their wellbeing include:

- A.** Communicate new cleanliness measures with guests before they arrive. Be proactive in showcasing everything being done at your establishment in preparation of guest arrivals.
- B.** Face masks are the new normal. They will be expected to be worn more often than not. Most airlines and other establishments have already begun implementing this new requirement to keep everyone safe.
- C.** Key Messages on new cleanliness and sanitation procedures should be given to all staff that are in contact with guests, allowing them to respond to any questions that may arise. This also includes providing reservation staff with a Q&A.





II. HOTEL PROTOCOLS & BEST PRACTICES

A. Appointment of Cleanliness Committee or Manager, who will be responsible for establishing and implementing a cleanliness plan. This Committee or Manager will then be responsible for preparing the Cleanliness Plan that details all the steps that have and will be taken to minimize the chances of outbreak or contagion. This plan should be updated continuously according to the changes in the destination, on site or any other relevant circumstances. Assure this plan is available to all relevant stakeholders.

B. Cleaning & Cleaning Products

1. [EPA](#) approved disinfectants are the only products that should be used for proper sanitation of establishments. Hand sanitizing gel should have at least 60% alcohol content.
2. Increased cleaning and disinfection throughout the establishment, especially in high-traffic areas such as the lobby, front desk, stairs, elevators, escalators, bathrooms, entrances/exits, casinos, restaurants, bars, lounges, business/computer centers, gyms, spas, pool and beach chairs, and children's areas.
3. Continuous cleaning of filters and air conditioning systems.
4. Consider installing or implementing technologies that enhance sanitation procedures, including:
 - a) Electrostatic sprayers or misters with hospital-grade disinfectant to sanitize surfaces, guest rooms and fitness centers.
 - b) Incorporating the use of ultraviolet lights in guest rooms, kitchens, fitness centers, public common areas, etc. to destroy viruses and bacteria.
 - c) Installation of touch-free or low-touch solutions wherever possible: check-in, payment of goods, ticketing, digital key cards, dispenser, doors, sinks, soap dispenser, hand dryers and paper towel dispenser.



5. Housekeeping

- a) Do not provide housekeeping services throughout the duration of a guests' stay or while guests are in the rooms. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out. However, guests should have the option to adjust the frequency of room cleaning during their stay upon special request.
- b) Ensure that proper amounts of hand soap, shampoo, towels and toilet paper is available in the room prior to guest arrival.
- c) All linens and laundry should be washed using the warmest appropriate water temperature. To minimize dispersing virus through the air, do not shake out sheets, towels or laundry items.
- d) All fabric that cannot be laundered should be steam cleaned (e.g. plush chairs, drapes, rugs, duvet covers) at a minimum temperature of 71 degrees Celsius.
- e) Complete thorough cleaning of all hard surfaces in rooms using EPA-approved disinfectants, especially frequently touched areas and items such as toilets, sinks, doorknobs, faucets, light switches, remote controls, telephones, coffee makers, bar fridges and garbage cans.
- f) If a COVID-19 case is identified, the affected room should be removed from inventory until after undergoing proper quarantine and disinfection.



6. Sanitation

- a) Hand sanitizer dispensers, ideally touchless, should be strategically placed throughout properties, especially upon entrances to key areas and spaces. Hand sanitizer stations should also be considered for the back of the house for employees.
- b) Sanitizing wipes should be readily available and placed throughout the property. High-touch areas to consider are pool and beach chairs, golf carts, desks, door knobs and bathrooms. Sanitizing wipes can also be given to guests upon arrival or offered as an amenity.
- c) Button panels of hotel guest and service elevators should be disinfected at regular intervals throughout the day.
- d) Adjust hours of operation accordingly to ensure thorough sanitation procedures are carried out.

C. Guest Arrivals

1. Create digital welcome video explaining new property protocols playing continuously on lobby and guest rooms televisions. This video can be sent via email prior to guest arrival or be part of the digitized guest check-in process to ensure they watched before receiving room access.
2. Concierges should not open doors of cars and taxis; valet parking should be suspended until further notice.
3. Guest temperature should be taken upon arrival; guests with temperatures above 39 degrees Celsius or with symptoms or respiratory infections should be referred to the in-house doctor. Access into the establishment should not be allowed.
4. Implement proper sterilization procedure for sanitizing all luggage, bell carts, luggage storage rooms, bell desks, dispatch offices and other high-touch waiting areas at hotel entrances.



5. Check-in / Reception area should be controlled to avoid overcrowding.
6. Whenever possible, place credit card machines towards guests so they can be the ones to insert.
7. When possible, consider implementing an electronic guest room key option or alternatively deliver keys in a sealed manner to guarantee sanitation process.

D. Face masks are the new normal. Consider making branded face masks for both employees and guests. Upon arrival, these should be considered part of the welcome kit. Signage should be placed both throughout the property and in the back of the house that serve as reminders of how to properly dispose of masks and other types of face coverings.

E. Distancing should continue to be implemented. Among the consideration should be:

1. Limitation of the number of people in certain areas to assure distancing compliance is possible and enforced.
2. Limit access to administrative offices.
3. Signage that outlines six feet distances in certain spaces and capacity limitations, especially in areas such as lines, elevators, shops, fitness centers, spas and moving around properties. This can be done with markers on the floor.
4. Physical barriers such as plastic or plexiglass between employees and guests in high exchange areas such as the front desk or valet parking. Ropes or other dividers can also be considered for other areas to keep employees and guests separated.
5. Seating should be rearranged in areas such as lobbies, restaurants, bars, lounges, pools and beaches to allow enough physical distances between parties.
6. Special activities that would otherwise promote large gatherings of groups should be suspended for the time being.
7. Share internal distancing requirements with third-party delivery drivers and any suppliers to follow when coming on property and interacting with back-of-house staff.



III. HEALTHCARE & SCREENING

- A.** All workplace collaborators should follow proper hygiene measures to prevent the spread of COVID-19, which includes proper handwashing, sneezing etiquette, using protection gear, avoiding close contact, no handshaking and kissing for greetings, disinfecting personal phones and other surfaces and objects used daily.
- B.** Respiratory screening should be implemented on a regular basis for both employees and guests. If legally acceptable, consider doing temperature screenings upon check-in or in the case of employees, arrival to work.
- C.** A plan for any identified cases with guests, including process for alerting officials and medical facilities. A dedicated room should be considered for isolation until intervention by the local health authorities; no visitor should be allowed into this room. It must be fully disinfected and cleared before further use.
- D.** Testing should be implemented should anyone have cold, flu or COVID-19-like symptoms, even if they are mild.

IV. PROCEDURES & AMENITIES

- A.** Reconsider procedures at each property to reduce human-to-human contact whenever possible. Consider implementing mobile check-ins, text communication for updates and activities, and digital keys via Smartphone.
- B.** Provide guests with a Health Kit that includes antibacterial gloves, wipes and face mask.
- C.** Consider removing amenities that may promote possible transmission. For example, consider shifting away from single-use toiletries and in-room items such as magazines, menus, pamphlets, decorative pillows, throws, notepads, and pens. Information should be available on the television, on an application or on the website.
- D.** Remove all non-disposable in-room glassware and in-room coffee machines. Replace with disposable alternatives in guestrooms and in lounge areas.
- E.** Consider eliminating decorative items for the time being. For example decorative desk or table top items that would require constant cleaning should be removed. Items such as blankets and neck warmers at the spa should also be removed.



V. FOOD & RESTAURANT SAFETY

Restaurant and food safety will likely be one of the main concerns for consumers

- A.** Require all food and beverage service and prep staff should wear personal protection equipment (PPE) at all times and be properly trained on how to change and dispose of PPE accordingly.
- B.** Handwashing requirements should be strictly enforced with increase in frequency in the area of food handling.
- C.** Perform additional cleaning and sanitation procedures in kitchens, restaurants and bars, etc. Surfaces should be disinfected after each use.
- D.** For restaurants, replacement of reusable menus should be considered to disposable or electronic formats.
- E.** Provide sanitizing gel at the entrance of restaurants for guests to use before entering.
- F.** Implement additional food hygiene training to foodservice employees.
- G.** Implement new layout of furniture allowing for proper distancing between guests; reduce capacity to respect distancing requirements.
- H.** Provide additional grab-and-go or take-out restaurant options that allows the guest to pick up their own food.
- I.** Adjust buffet concept by incorporating individual portions, sealed options and live cooking stations. Correct warming and cooking temperatures should be strictly enforced and serving utensils replaced often. Every guest should use gloves and face masks when serving themselves at the buffet.



- J.** Condiments should be served by dining room equipment or shared in individual containers.
- K.** Drinks and cocktails should no longer have garnishes. All drink displays should only be with single-use, closed containers.
- L.** Install sneeze and cough screens at all food displays, requiring food to be served by kitchen staff wearing personal protection equipment, and washing or changing serving utensils more frequently.
- M.** Assure proper water temperature for washing all materials including tablecloths, napkins, drinkware, plastic or metal cutlery, trays, surfaces, etc.
- N.** Demonstrate and promote a clean bill of health from the health department more visible to consumers.
- O.** Eliminate public snack/bar mix dishes.
- P.** Revise room service procedures to minimize human-to-food contact and human-to-human interaction, enforcing a no-contact delivery method. Make these policies clear to your guests before and at check-in, and on any room service menus. All food transfer equipment should be disinfected before and after each service.
- Q.** Mini-bar items should be closed and sanitized before guest arrival and after their departure again.





VI. EMPLOYEES

- A.** Employee communications and training is even more important as establishments must assure that they are in the very best conditions to return to work. Among the precautions to consider:
 - 1. Employees must stay home if sick to avoid spreading illness to others.
 - 2. Employees must inform of their travels to any high-risk areas.
 - 3. Employees who notice other staff members displaying COVID-19 like symptoms should contact management.
- B.** Review Personal Protective Equipment that should be worn by employees, as well as training and proper disposal. All employees should be required to wear mouth coverings and gloves, especially those in public positions and food preparations.
- C.** Employees should be required and encouraged to wash their hands more frequently using soap and water for 20 seconds. Training on proper handwashing techniques should be implemented on a regular basis, as well as signage to serve as a reminder. Also, remind employees not to touch eyes, nose and mouth with unwashed hands.
- D.** Employers should develop policies for worker protection and provide training to all cleaning staff on site on new or updated cleaning procedures. Training should include when to use PPE, what PPE is necessary as well as how to properly put on, take off and dispose of PPE.
- E.** Cleaning staff should wear disposable gloves, gowns and face masks when cleaning rooms and public areas.
- F.** Bellhops and valet drivers should be in personal protective equipment (gloves and masks) at all times.



- G.** Shared tools and equipment should be disinfected after each shift or transfer to a new employee. Sharing of food, drinks, cigarettes, etc. should be strictly forbidden.
- H.** Distancing measures should be implemented for employees.
- I.** Key Messages and Q&A on cleanliness should be provided to all employees to assure alignment and understanding of new requirements.
- J.** Consider temperature monitoring staff upon arrival or start of shift.

VII. TOUR OPERATORS & OTHER HOSPITALITY SERVICES

- A.** Employees must practice good hygiene at all times. Health and temperature checks should be implemented and under no circumstances should an employee report to work if they have the following symptoms: fever, headache, shortness of breath, dry cough or the flu.
- B.** Tour companies and guides should provide all guests with amenity kits that include gloves, masks and antibacterial gel.
- C.** Tour buses and transportation services should enforce social distancing guidelines within vehicles by requiring one empty seat between guests. Guides and chauffeurs should maintain a 1.5 meter distance between themselves and guests at all times including during welcome and farewell salutations.
- D.** All companies providing guided tours should monitor temperature and wellbeing of all employees before each tour. All guides and chauffeurs must wear face masks at all times.



- E.** All vehicles or boats transporting tours groups of any size must be thoroughly disinfected between trips, and provide hands-free anti-bacterial gel stations and signage on proper social distancing displayed on board.
- F.** All luggage should be disinfected before being loaded onto the vehicle by way of rolling wheels over a mat with a water and bleach solution as well as wiping down with disinfectant wipes.
- G.** All high-contact hard surfaces should be frequently disinfected including door handles, side guard rails, windows, seatbelts, A/C buttons, life vests, helmets, fishing equipment, water sports equipment, etc.
- H.** Spa & Wellness Services.
 - 1. All spa employees and wellness instructors must wear PPE (face masks and gloves) at all times.
 - 2. Employees should be retrained on handwashing techniques and enhanced cleaning protocols.
 - 3. All spa and wellness equipment must be thoroughly disinfected and sanitized after every use or session including, but not limited to: massage tables, spa chairs, manicure and pedicure equipment and stations, yoga mats, facial systems, product applicators, fitness equipment etc.
 - 4. Scheduled appointments should allot additional time (15 minutes minimum) in between appointments to ensure areas are properly sanitized before attending the next client.
 - 5. Water temperature, chlorine and PH levels should be frequently checked in thermal pools, hot tubs or any other water therapy treatment
 - 6. Spa and wellness service menus should be digitized.
 - 7. Lockers, dressing rooms and relaxation areas should be marked to account for social distancing parameters, at least 1.5 meters apart.
 - 8. Spas and fitness centers should enforce a maximum capacity of guests allowed at once.
 - 9. Food and coffee break displays in the spa or fitness center should also be removed.



VIII. AIRPORTS

- A.** Increase cleaning frequency of all public and enclosed areas ensuring all are properly disinfected regularly. Assure high-touch surfaces are cleaned more often, such as handrails, kiosks, counters, doors and other surfaces that are in direct contact with passengers.
 - 1. Use steam machines for deep cleaning and disinfection of trays, toilets, benches, and others.
 - 2. Use posters, informational signage, electronic screens as reminders for hygiene and prevention measures.
- B.** Non-contact thermal imaging cameras should be used to scan both employees and passengers. For employees, anyone with temperatures above 38 degrees Celsius should be sent home; procedures should be in place for anyone diagnosed with COVID-19. For passengers, temperature taking check-points should be established both at arrivals and departures.
- C.** Distancing measures.
 - 1. Use visibly displayed signage including floor markings or stickers on the floor to enforce distancing measures throughout the airport, including at customers, baggage collection, check-in, security check-points, etc.
 - 2. Limit the access of accompanying persons to the building, except for justified cases such as minors or those that need assistance.
 - 3. Separation of furniture such as seating, migration counters and kiosks.
 - 4. Install use of plastic / acrylic separation at counters such as documentation, migration, car rental, etc.



D. Antibacterial gel stations should be placed throughout airport

E. Employees

1. Implement additional training especially for proper hand washing, coughing and sneezing etiquette, alternative greetings to avoid touching, etc. Require employees to stay home and seek medical attention if they are not feeling well.
2. Providing protection gear include fask masks, plastic face shields and disposable gloves.

F. Display public health information throughout the airport

G. Assure proper airport ventilation to keep the air clean.

H. Build a psychological health service system for employees.





IX. CLEANLINESS CERTIFICATION RESOURCES:

The following companies are additional resources to certify cleanliness of the establishment. These companies have worked with the tourism sector in countries around the globe.

- A. [Cristal International Standards](#)
- B. [CheckSafetyFirst Certification](#)
- C. [Safe Hotels Certificate](#)
- D. [SGS](#)
- E. [Global Biorisk Advisory Council \(GBAC\)](#)
- F. [Organización Panamericana de la Salud: Emerging Respiratory Viruses, Including COVID-19: Methods Of Detection, Prevention, Response And Control](#) (4-hour course)
- G. [Preverisk Group](#)



