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## INTRODUCTION

This document was prepared on the base of Order of the Ministry of Health of the Kyrgyz Republic dated by May 29<sup>th</sup>, 2020 No. 352 and Order of the Ministry of Culture, Information and Tourism of the Kyrgyz Republic dated by May 29<sup>th</sup>, 2020 No. 192 “about approval of public health requirements to prevent the spread of coronavirus infection (COVID-19) in tourism sector”, recommendations of experts based on international experience of European countries, recommendations of WHO currently available about Coronavirus disease 2019. There were additionally used the information materials provided by the GIZ Project “Promotion of Sustainable Economic Development in Kyrgyzstan” and members of the Kyrgyz Association of Tour Operators.

The document is addressed to tourism sector participants such as transport, cafes and restaurants, hotels, guesthouses and yurt campsites, who are invited to follow the operating guidelines to the greatest extent possible. The guidance will be used as a content to develop a series of short advisory videos for tourism service providers.

## GUIDELINES OF COVID-19 PREVENTION FOR HOTELS

### Recommendations for hotel administration

1. Administration of the hotel together with the staff should conduct a risk analysis and assessment of all hotel business processes to identify possible sources of infection and spread of COVID-19 both at the facility and in the work of additional services (catering, transportation, laundry, recreation facilities etc.).
2. Hotel staff should be informed about safety measures both in the workplace and outdoors, in order to prevent the spread of coronavirus infection.
3. The hotel staff is advised to make vaccination.
4. According to the Order of the Ministry of Health of the Kyrgyz Republic No. 352, administration of the hotel should arrange the transportation of employees to the workplace and back, in compliance with all safety requirements for transport.
5. It is necessary to organize staff entrance for employees where floor disinfection mats, contactless elbow sanitizer and information leaflets should be installed.
6. Staff should be provided with personal protection equipment (gowns, covers, masks, gloves, etc.), minimum 2-3 sets.
7. It is useful to have a stock of disinfectants at least for 5 days, registered in the established order and may be used for disinfection of objects in case of viral infections.
8. Informative posters about COVID-19 developed by the Ministry of Health of the Kyrgyz Republic should be placed in the hotel in the most visible places. Also, it is recommended to place also information with contacts of the local public health authorities.
9. Cultural, social and entertainment events in enclosed spaces, restaurants, conference halls should be postponed till the improving of epidemiological situation in the country.
10. Determine the responsible person to organize and conduct daily, if possible 2 times per day, body temperature measurements of employees and guests at the hotel establishment.



11. To prevent the accumulation of garbage on the territory of the facility, arrange the process of its regular removal.

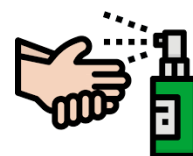
### Recommendations for hotel premises

1. Before opening the tourist facility, conduct cleaning of all the premises including ventilation systems, air conditioners with the use of disinfectants and checking the efficiency of their work.
2. Cleaning with disinfectants of all contact surfaces in communal areas (door handles, switches, handrails, handrails, table surfaces, etc.) should be performed at least once every 2 hours.
3. Tables, bar counter, reception desk, handles, handrails, elevator buttons and other contact areas and items should be thoroughly disinfected several times a day. ATM terminals and reception desk should be disinfected with disinfectant and disposable wipes after each visitor.
4. Install at the entrance to the hotel and in communal areas such as corridors, halls, places where visitors eat, etc., disinfectant mats and dispensers with antiseptics for hand treatment. Cleaning should be carried out in these premises at least once every 4 hours.
5. Rest rooms should be equipped with a sufficient amount of soap, paper towels and non-contact bins. Rest rooms should be disinfected at regular intervals, at least once every 2 hours.
6. Determine the maximal number of people who can simultaneously be in public places at a distance of 1.5 - 2 meters.
7. The walls of the building should be cleaned at least to the height of the outstretched arm.
8. Suspend services that are not compatible with physical distancing, such as massages, spa treatments and acupuncture.
9. Arrange room ventilation every 2 hours. If it is not possible to organize ventilation, disinfect the air with appropriate equipment.
10. Disinfect the surrounding area, all buildings and facilities located on the territory of the hotel before the season starts.
11. Daily disinfection of soft furniture, curtains and carpets used in public areas is required. If possible, do not use a large number of tissue curtains, covers and pillows in public areas.



### Organization of entry control

1. Control of the staff at the entrance should be obligatory conducted for employees on a daily base or before the beginning of their shift with the use of contactless thermometer. Perform temperature control twice a day - in the morning and in the evening. It is necessary to monitor physical condition of the employee and his family members living with him, tracing potential contacts with sick people or people who have returned from other regions or countries, with a bad epidemiological situation. It is advisable to keep a logbook and record information for tracing contacts in case of infection.
2. Staff should wear masks and be provided with hand sanitizers and surface disinfectants when carrying out their duties.
3. Staff or their family members who have symptoms of respiratory diseases - cough, fever, weakness, headache, etc. should be advised to stay at home and seek medical attention.
4. Eating at the workplace is not allowed. If there is no staff dining room, allocate a special room for eating, equipped with a sink for washing hands with hot water and provide sanitizers;



### Recommendations for booking and arrival procedures

1. If guest do preliminary booking of rooms, it is necessary to inform them in written form about new sanitary measures applied in hotel. Guests should also be informed about the policy of cancellation and isolation, in case they have symptoms of acute respiratory infection or COVID-19, on arrival or while staying at the hotel.
2. In case guest has symptoms (cough, fever) of infectious disease or assumption of them prior to arrival, cancel the reservation or change the date.
3. Guests who currently have been in an affected area for the previous 14 days or who have

symptoms of respiratory infection or fever should not be admitted to the hotel.

4. Guests should be accommodated only after monitoring body temperature with the help of non-contact thermometer. It is also useful to monitor body temperature of the guests daily during their stay in the hotel preferably 2 times a day – in the morning and in the evening.
5. During check-in and check-out, guests should visit the reception desk individually and follow the physical distancing of 1.5 - 2 meters. Prevent the queues during check-in and in public areas, instead consider online check-in system to avoid queues.
6. Stationery and the forms for filling in should be disinfected at all times.
7. It is recommended to bring in credit card or mobile phone payments. In case of cash payment, after touching coins and banknotes, you should wash your hands with soap or disinfectant immediately.
8. The room keys should be disinfected after each check-out or, if possible, replaced with digital keys.
9. It is recommended that no more than 1 person should stay in a room, except the guests who are members of one family. The occupancy area per person should be no less than 6 m<sup>2</sup> according to the recommendation from Order of the Ministry of Health of the Kyrgyz Republic No. 352. It is possible to accommodate no more than 2 people if they travel together in the same group. Accommodation of 2 guests in one room from different groups, if they do not travel together and have not previously contacted with each other, is not allowed. Accommodation area for 1 person should be not less than 8 m<sup>2</sup>.
10. All operational activities should be adapted in such a way so safe distance of at least 1.5 m between guests and between guests and staff can be maintained. Marking should be made at appropriate locations, if possible.
11. Place dispensers with antiseptic solution at all entry and exit areas: front door, next to the reception desk; at the entrance of each floor, next to the elevators; at the entrance to the dining rooms and rest rooms.
12. The guests must wear mask in the public areas of the hotel. Only in the restaurant, at the table it is allowed to remove the protection, but the rules of physical distancing must be controlled at that time. All staff should always wear mouth and nose protection equipment.
13. Guests should be informed about the rules of coughing, sneezing etiquette and hand washing process. Safety measures for guests should be placed in the most visible places and in every room of the hotel establishment;



### Recommendations for room cleaning procedures

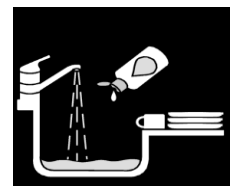
1. Staff should be specially trained in terms of current situation.
2. It is recommended to conduct daily room cleaning with disinfectants.
3. Room cleaning should start from thorough disinfection of all controls and contact surfaces - switches, TV and air conditioner controls, door handles, etc. If possible, allow guests to control the TV and air conditioning from their mobile phones.
4. If possible, schedule new work procedures and divide the staff into teams: one team removes the bed linens and towels; then, at 2-4-hour intervals, another team replaces them.
5. The team that will be responsible for cleaning textiles in the rooms should not “fluff up” the bedsheets, they should be curled from the outside to the inside.
6. Staff should be familiarized with cleaning process and know how to disinfect surfaces with bleach, chlorine, alcohol 70% and other appropriate disinfectants.
7. The wipes should be disposable; the bucket and mop for cleaning the bathroom should not be used in bedrooms and vice versa. Cleaning should be done from the cleanest to the dirtiest area.

8. It is necessary to take out the garbage firstly from the rest room and then clean it.
9. It is advised to inform guests about room ventilation at least once in 2 hours.
10. Rooms must be thoroughly cleaned, ventilated and disinfected before guest arrival.
11. Cleaning after the guest's check-out includes wet cleaning of rooms with disinfectants, disinfection of all contact surfaces, washing or treatment with a steam generator of mattress covers, soft furniture and tissue curtains, wet cleaning of carpets with carpet washers or vacuum cleaners with detergents followed by disinfectants spread on the carpet surface. It is also necessary to ventilate and disinfect the air in the room with appropriate devices.
12. Laundry should be washed at a temperature of at least 60°C for 30 minutes. If the fabric cannot withstand this temperature, a second cycle with appropriate disinfectant should be conducted.
13. During a pandemic, it is recommended that carpets, mats, tissue curtains and other surfaces that are difficult to disinfect be disposed of or minimized.
14. Do not use a normal vacuum cleaner, because it turns possible virus accumulations into aerosols. Cleaning should always be wet (cleaning with a detergent vacuum cleaner, a vacuum cleaner with a water filter or wet cleaning with a cloth, sponge, napkins).
15. It is useful to ensure that guests can purchase personal protective equipment and antiseptic hand sanitizers in the hotel establishments.



### Recommendations for catering in the hotel

1. It is recommended to organize meals for guests mainly according to the principle of individual room service in order to limit contacts as much as possible.
2. If meals are arranged in the dining room, cafe or restaurant, it is necessary that the location of the tables corresponds to the required safe distance of 1.5 meters. If possible, extend the dining area to provide a safe distance for each guest.
3. If necessary, it is better to prolong the mealtime and/or organize meals for guests by shifts.
4. The sitting at the tables should be arranged by 1 person at a table, except for members of one family staying in the same room.
5. The total number of guests in the dining rooms shall not exceed 50 at once.
6. Buffet breakfast is currently not possible, better to prepare an alternative in the form of portioned meal service.
7. Sugar-bowl, saltcellar, pepper pot, etc. should be replaced with single portions. Either they must be disinfected after each guest.
8. The menu must be disinfected after each use.
9. To disinfect the air in the dining rooms, the room should be ventilated every 2 hours or air disinfection equipment must be installed that is approved for use in the presence of people.
10. The dishes must always be washed in the dishwashing machine at a temperature not lower than 65°C.
11. If it is not possible to wash dishes in the dishwashing machine, it is recommended to soak the used dishes in disinfectant solution for at least 1 hour. Then flush and dry the dishes thoroughly.



### Extra measures

1. Ventilation of all establishments, avoidance of recirculation of air and water, provides additional safety for guests and staff.
2. Ventilation must be permanently linked up.
3. If the hotel is still partially closed, all water points (taps and showers) must be switched on at least once a week to avoid germs growth. It is recommended to perform regular water testing in the pool and artificial fountains.
4. Staff should know how to operate systems of heating, ventilation and air conditioning during the epidemic and should wear protective equipment (safety eye-shields and protective visors) every time when they replace filters.

5. Staff should be informed about hygiene and protective measures and if needed complete trainings. Trainings should be repeated regularly according to the current situation.
6. Staff must keep to high standards of hygiene, thoroughly disinfect their workplace before and after each shift, working clothes must be changed and cleaned regularly.

**Case of suspected/affected guest**

1. In case of illness or symptoms of an infectious disease during the stay, the guest should inform the administration immediately.
2. If there is a guest with suspected COVID-19 infection, you should isolate the guest in a room with a telephone, private bathroom, biowaste container, thermometer, water, food kit and protective equipment's, waiting for medical assistance. The room must be naturally ventilated and there should be no carpets, rugs or curtains that are difficult to disinfect.
3. Administration should immediately contact local sanitary and epidemiological authorities as well as ambulance for further action plan including conduction of epidemiology activities.
4. The room service team must be notified about guests to be quarantined arriving on a flight with affected people or from areas with viral infection. Staff must change protective equipment in each potentially contaminated room.
5. A double garbage bag should be used to remove waste from the rooms of affected guests.



