

BWH | Hotel GroupSM



REQUIREMENTS & RECOMMENDATIONS

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FIVE AREAS:



FORMAT:

In each of the five areas there are requirements and recommendations:



BW

- Requirements are either Government Safety Guidelines or BW Brand Standards that we can market to drive the business.
- Recommendations are suggested best practice to give reassurance to both guests and employees.



ARRIVALS/DEPARTURE PROCESS

REQUIREMENTS

1. Install professional signage at the front entrance and front desk regarding the Hotels that care programme. Brand to provide.
2. Establish social distancing signage, procedures and touchless practices throughout the arrival/departure process. Consider which practice(s) will work at your hotel and ensure they meet local government requirements. Hotels must implement the following:
 - a. Professional floor markings installed 2m apart. Hotels will have option to adopt the decals, install free standing signage or submit other methods for approval.

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- b. Plexiglass or similar partition. Available through Beacon

[Click here to enquire](#)

- c. Pre check-in should be performed prior to arrival using Upsell Guru. Not all customers will be able to pre-check in, so local check ins will need to be sent a template to complete and digitally accept the terms. Any use of pen is to be removed.

[Click here to learn more](#)

- d. Either position credit card machine for guest access, and “show” identification to receptionist (without touching) or sanitise cards before returning to guest. Regular sanitisation of the Chip and Pin device recommended
- e. Front desk counter to be sanitised if touched by guest.

3. Install a hand sanitiser station or have hand sanitiser available for guests and employees at entry and in lobby area, and ideally at the lift and other entrances if possible. All with appropriate signage

[Order sanitiser](#)

4. At check-in, attempt to collect email and mobile number from the guest if not already obtained:
 - a. Implement express check out in an electronic/digital (email) format only for all guests, unless the guest requests otherwise.
 - b. Do not deliver paper folios under the guest room door; guests may receive a paper copy at the front desk upon request.
 - c. We recommend providing an in-room text service to minimise visits to reception and use of the phone. WhatsApp for business is a simple way to achieve this

[More about WhatsApp for Business](#)

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This document and any periodic updates are for BWH | GB Hotels and should not be taken or construed as legal advice or opinion on specific facts or circumstances. As always, you are encouraged to consult with your council and other expert resources (e.g., Public Health England, the World Health Organisation, and others) to obtain additional information regarding recommendations regarding these topics.

- Provide to each guest a General Manager 'Hotels That Care' welcome email/guest directory via Upsell Guru portal. Hotel has the option to provide a letter to each guest at check in or the guest room, in a pre-stay email or to post/display at the front desk, or display on the hotel's Wi-fi landing page.
- Key cards must be sanitised before check in. Hotels to assess safest way to present the card, which may include or exclude existing branding key wallets.
- For Best Western Rewards® Elite members, provide 500 points only (to replace the welcome gifts). Optional: The property may provide a small bottle of Best Western branded hand sanitiser in addition to the 500 points.

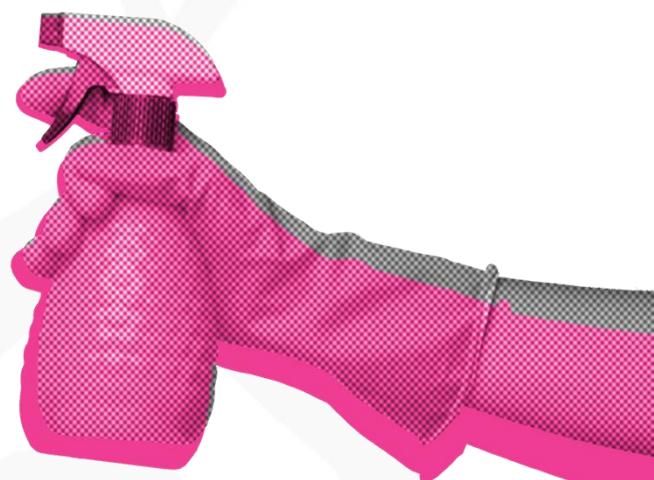
[Provisionally order sanitiser](#)

- Add a container for guests to drop off used key cards (key card drop box in the lobby area), to be sanitised prior to any future use.
- If property operates transportation/shuttle van, sanitise interior between trips.
- Luggage trolleys are to be sanitised, hotel to provide wipes for guests and staff.
- Remove the lobby computer until further notice

ARRIVALS/DEPARTURE RECOMMENDATIONS

- For hotels with exterior corridors or multiple buildings, consider implementing exterior check-in.
- Ensure you are disinfecting the business center after each use and temporarily remove public use computer. Remove all paper and office supplies from this area.
- Increase visibility of disinfecting processes and use disinfecting checklist and log
- Disinfect all front desk surfaces and equipment between guests and behind the desk including front desk counter, payment machines, pens, keyboards, and computer mouse, any handles, etc.
- Consider signage to introduce one way systems and separate entry and exit doors.

[Click here to order](#)



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TEMPORARY BREAKFAST STANDARDS

REQUIREMENTS

Newly adopted temporary standards should comply with local regulations

Breakfast Service

Option A - Self-serve Grab & Go on departure

Option B – Grab & Go Breakfast delivered to Guest room

Option C - Pre-plated cooked breakfast delivered to Guest room (gloves and mask must be worn).

Option D – Plated and served breakfast in breakfast room (only when breakfast room permitted to be open by government)

**May reduce breakfast hours from three (3) hours to two (2) hours dependent on occupancy to help mitigate costs.*

To speak to Beacon regarding grab and go breakfast click here. We have fully costed menus ready to go

Breakfast Grab & Go Minimum Standard:

- Wrapped Pastry or muesli bar
- Yogurt - PC or provided in covered container, toppings not required.
- Fruit – PC or whole fresh fruit
- Fruit Juice

Breakfast Room (if / when allowed to open) Cleaning/Safety Standards

- Professional signage regarding COVID-19.
- Sanitise tables and chairs after each guest.
- Provide hand sanitising station and paper towels for guests.
- Observe social distancing - consider removing or re-arranging seating where possible.
- Gloves and masks are to be worn by breakfast staff
- Disinfect floor, waste bins, all serving counter tops, handles and other guest contact surfaces with applicable disinfectants.



REQUIREMENTS

TEMPORARY MEAL STANDARDS

Newly adopted temporary standards should comply with local regulations. Until restaurants allowed open, room service or order and collect service offered only Beacon has prepared a series of prepack menu options to help provide food safely and at a low cost to serve.

[Click here to discuss](#)



GUEST ROOM AMENITIES, STANDARDS AND CLEANING

PROCESSES

REQUIREMENTS: HOUSKEEPING – GUEST ROOMS

Remove from or modify in all guest rooms:

1. All decorative room elements including cushions and bed scarves/throws are to be removed. Remove and have upon request extra bedding for sofa beds. Only 2 pillows per bed. Additional available in the room and kept sealed.
2. Paper note pads and pens are to be removed.
3. Guest room coffee station will include only single use disposable coffee/tea, wrapped sugars, portion milk, stir sticks and disposable cups.
4. Remove the bathroom amenity tray and replace with a fresh washcloth to display items. As soon as practical move to dispensed toiletries as opposed to individual bottles
5. Remove laundry bags and provide upon request only.
6. Remove or replace the binder-style guest directory with a single-page double-sided laminated directory (unless room service is offered, then laminate all pages) - OR – have the guest directory information available via Upsell Guru or on wifi landing page.

[Upsell Guru Instructions](#)

For stayovers, no service is to be provided unless guest requested.

1. **No Service** – For all stayover guests. However, guest rooms are to be checked daily.
2. **Upon guest request only: Tidy service or Full Clean Service.** Ask the guest(s) to leave the room during any stay over service if possible to limit contact.

Cleaning Standards and Procedures

1. Complete and enhanced housekeeping service is to only be provided for check-outs.
2. If possible, allow check-out rooms to be vacant for 24 hours prior to cleaning. 72 hours if the guest was unwell.
3. Wear required disposable gloves and protective masks. Discard disposable gloves after each room cleaning.
4. Implement enhanced cleaning requirements.
 - a. Pay particular attention to high touch point areas, to include door handles, locks and latches, light switches, desk and counter surfaces, coffee maker, telephones, television remote controls, clock radios, curtain pulls, lamps, waste bin touch points, toilet flush handles, taps, toilets and toilet seats, and flooring. Only approved chemicals or equivalent products and cloths to be used in cleaning. Hotels may use existing vendors.



- b. Television touchpoints must be disinfected, and the television remote will be disinfected. Use of Clean Remotes or approved alternative is highly recommended.

[Enquire about Clean Remotes](#)

- c. Use appropriate chemicals for each area and surface in the guest room and bathroom. For disinfecting, many products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection.
5. Sanitise iron/board, hairdryer and hangers if used.
6. Use only disposable coffee cups or prewrapped cups.
7. Remove top layer of toilet paper from roll for check out full cleans.
8. Used linen and waste must not be placed on a housekeeping/laundry trolley with unused linens and amenities.

GUEST ROOM RECOMMENDATIONS

1. To reduce the risk of cross-contamination and to ensure a clear, simple room cleaning process, implement a colour-coded cloth use system.
2. Leave doors/windows open so fresh air and air handlers/air movers dissipate the possible air borne contaminates before attempting to clean.
3. Reduce bed pillows to two per bed.
4. After cleaning and disinfecting the room and handling used bedding and towels, housekeepers should put on fresh gloves to finish refreshing the room and handling clean linens.
5. Avoid shaking soft furnishings (mats, rugs cushions etc.) and linens. These items can carry germs and shaking them can contaminate areas you have already cleaned.
6. Using a HEPA filter vacuum is recommended for all floors and upholstery.
7. When deep cleaning carpeted floors (as often as possible), use steam cleaner or carpet shampoo. Steam cleaning provides the most effective option for removing germs.
8. Disinfect any "do not disturb" signs.
9. Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should then be washed and disinfected daily.
10. Usage of UV Wands is optional pending research regarding effectiveness on COVID-19.
11. Any lost property guest items should be secured in a sealed plastic bag and tagged to identify, then follow hotel procedure for Lost & Found items.
12. Consider placing individual bottles of hand sanitiser and disinfectant wipes in the guest room.
13. Use of electrostatic sprayers, foggers, ozone machines or ultraviolet equipment are recommended as an enhanced sanitising practice, with hotel to determine the number of pieces of equipment needed for operational purposes.

[Enquire about electrostatic sprayers](#)

14. Clean remote sleeves/docks are not recommended.

HOTEL LAUNDRY REQUIREMENTS

1. Regular (minimum quarterly) vendor training and equipment calibration is required. Only specified chemicals or equivalent products may be used. Hotels may use existing vendors.
2. Implement enhanced sanitation practices:
 - a. Same gloves cannot be used for loading used linen/terry and clean linen/terry. Consider aprons for associates (not required).
 - b. Use separate laundry carts or rubbish bags for used linen to avoid transmission of virus.
 - c. Sanitise linen cages for delivery of clean linen/terry.



HOUSEKEEPING/MAINTENANCE

REQUIREMENTS

1. Housekeeping trollies are to be sanitised each night/day before restocking.
2. Use HEPA filters in vacuum cleaners where possible.
3. Change/clean the PTAC/HVAC filters monthly.



LOBBY AND PUBLIC SPACES, POOL, FITNESS CENTRE, MEETING ROOMS, VENDING

REQUIREMENTS

1. Lobby/Public Areas

- a. Professional signage regarding health and safety best practices.
- b. Hand sanitising station or sanitising wipes available in lobby
- c. Increase frequency of lobby cleaning, be visible.
- d. Remove all lobby brochures, magazines, newspapers. May be offered at the front desk.

2. Sundry Shop/Area

- a. Consider adding safety and sanitising products (not required).
- b. Consider additional food and beverages items (not required).

3. Public toilets

- a. Consider, not required, installing handsfree taps and toilets (not required).
- b. Consider, not required, handsfree dispensers for soap and paper towels (not required).
- c. Frequent cleaning based on guest usage.
- d. Use Paper towels in place of hand dryers

4. Pool/Fitness

- a. Only open for use when authorised by government officials.
- b. Sanitising spray/wipes and hand sanitising station must be provided with appropriate signage to wipe down equipment and furniture before and after each use. Equipment to be appropriately spaced or Out Of Order to ensure safety spacing.
- c. Furniture and equipment to be sanitised nightly.
- d. Consider electrostatic fogging or using ozone machine or UV system for fitness room and indoor pool daily after closing (not required).

5. Restaurant/Bar

- a. Currently instructed to close

6. Meeting Rooms

- a. All chairs, tables, equipment sanitised after each use.
- b. Comply with government requirements.
- c. Note pads/pens upon request only – sanitise pens after each use.
- d. 2m distance between attendees
- e. Self-serve beverage stations with napkins.
 - 1. Same standards for breakfast or box breakfast items.
 - 2. Box lunches recommended (not required).
 - 3. Hand sanitising station or sanitising wipes available in room.



RECOMMENDATIONS

- 1. Consider installing handsfree taps and toilets in public area toilets, and handsfree dispensers for soap and paper towels in public toilets.
- 2. Remove towels from the pool and fitness area and provide to guests upon request.
- 3. Regularly walk the corridors to disinfect the floor, waste bins, lift buttons, vending and ice machines and other surfaces in the corridors (if any).
- 4. Do not store guest luggage. If storage is a must the it should be covered in a hotels risk assessment and PPE solution or self-serve option.
- 5. Lost property should be considered in the risk assessment via the use of PPE.. Consider adding a charge for left items and an Upsell Guru communication to encourage people to look before they leave.





EMPLOYEE SAFETY STANDARDS

REQUIREMENTS

New adopted standards should comply with local laws and regulations

Requirements for Employees

1. Require staff to wear clean uniforms when they arrive at work each day. Uniform, including shoes, should only be worn in the work environment. Employee changing on arrival and departure.
2. Ensure sick employees do not come to work.
3. Require staff to wash hands upon arriving at work and direct employees to wash hands frequently, and wash hands with soap and water for at least 20 seconds.
4. Review the back-office timeclock procedures to minimise contact. Make the process hands free or find a way to sanitise after each use.
5. Uniform to be washed on site and not taken home. If this is not possible, then measures to mitigate the risk must be included in hotel risk assessment. For example, by providing disposable aprons to housekeeping staff or getting employee commitment to wash uniforms after every shift.
6. Housekeeping and food service staff are to wear gloves, with face masks highly recommended. These are to be provided by the hotel.
7. Deliveries to be accepted in authorised delivery bays and by authorised employees only.
8. Facemasks, gloves and sanitiser to be available for employees accepting deliveries.
9. Agree with suppliers that delivery personnel must wear gloves and masks.
10. Only authorised employees to access food storage areas.

RECOMMENDATIONS

1. Direct housekeepers and laundry staff to wear gloves and mask while cleaning all common areas, guestrooms, and handling soiled laundry in any location, or as required by law. Ensure all staff are trained in proper cleaning procedures, social distancing, and receiving of all hotel operating and cleaning supplies and equipment. Require sick employees stay home.
2. Avoid touching eyes, nose, and mouth, cover mouth and nose with a tissue if they must cough or sneeze.
3. At the end of each shift, clean and disinfect any items used by staff in the back office (e.g. computers, photo copier, telephones, etc.)
4. Provide and use ‘touchless’ thermometers to measure employee temperatures as applicable.
5. Require all personal portable communication devices (e.g., phones, walkie-talkies, pagers) to be disinfected at a minimum at start of each shift and again at the end of each shift.
6. Require hotel employees to report to management if they believe they have been exposed to anyone who has tested positive for COVID-19 or who may be displaying symptoms consistent with COVID-19 (e.g., family members or others they have been in contact with).
 - a. If an employee reports testing positive for COVID-19, immediately contact your local health officials for guidance.
 - b. Notify all employees of any high-risk guests staying in the hotel. If any employee feels uncomfortable about being in contact with a high-risk guest or the guest room, other work arrangements should be made.
7. If an employee believes a guest has COVID-19, notify the general manager to determine next steps.
8. Consider packaged meals for staff.



9. Consider individual bottles of hand sanitizer for staff to carry.

NOTE: While thermometers may be among the recommended supplies that hotels may consider purchasing and having available, at this point in time Best Western does not (and our “best practices” document does not) advocate for the mandatory taking of temperatures of either associates or guests, recognizing that COVID-19 matters and best practices continue to evolve as more and more is learned as the result of research.

Best Western’s current recommendation is that hotels emphasise to their team that they should not go to work if they are not feeling well or are exhibiting flu-like symptoms. Likewise, hotels should require social distancing and cleaning protocols. Hotels may consider having thermometers on hand so that if an employee begins to not feel well, or questions their health, they can take their temperature.



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