Operational Recommendations for B&B/ Homestay/ Farmstay

Ministry of Tourism
Government of India

Hotel & Restaurant Division
June 2020
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1. Introduction

Given the current COVID-19 outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible physical contacts between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

These guidelines will apply to Bed and Breakfast (B&B), Homestay and Farmstay units. These guidelines are subject to the provisions of any law, rules or any other directions issued by the competent regulatory authorities of the respective State or Central Government from time to time, which will override these guidelines.
2. Guidelines for B&B, Homestay and Farmstay

2.1 For Establishment Premises
(i) Ensure availability of hygiene and sanitation equipment at pro-active replenishment
   - Thermal Gun thermometer for temperature checking of staff and guests.
   - Hand Sanitizers, Hand Gloves and Masks to be made available in the Reception Area.
   - Sufficient disinfectants like sodium hypochlorite (1%).

(ii) Posters/standees should be displayed at prominent locations for information and awareness:
   - Emergency helpline numbers - at the reception
   - Social distancing (6 feet) - Reception & other strategic places
   - General Information - Reception
   - Hand Washing - Reception & Inside the room
   - Respiratory hygiene - Reception & Inside the room
   - Dos & Don’ts – At all appropriate places

(iii) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30 C. Relative humidity should be in the range of 40-70%.

2.2 For Staff
(i) Ensure all staff wear mask & hand gloves which should be changed/ disinfected after handling each customer to avoid cross contamination.

(ii) Ensure daily temperature check via thermal gun thermometer.

(iii) All employees must mandatorily download Aarogya Setu mobile application.
(iv) Staff must use tray to avoid hand contact while serving water bottle/toiletries/medicines/food etc. while maintaining 6 feet distance.

(v) In case any guest develops symptoms of COVID-19:

- Place the ill person in a room or a designated area where they are isolated from others.
- Provide a mask/face cover till such time he/she is examined by a doctor.
- Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- Disinfection of the premises to be taken up if the person is found positive. Linen and other items must be washed separately.
- Maintain empathy with the guests.
- In case suspected guests flee/not traceable, inform the police immediately.

### 2.3 For guests

Following DO’s and DON’Ts should be followed by guests:

(i) Do not step out of the room unnecessarily.

(ii) Wear a mask whenever outside the room.

(iii) Keep the doors closed and avoid any contact with the doorknobs.

(iv) Always keep a safe distance as per social distancing norms.

(v) Wash your hands frequently with the soaps/sanitizers provided.
(vi) Put all disposable plates /cups/ bottles after use in the garbage bag.

(vii) Guests should not visit containment zone.

### 2.4 Specific guidelines per area of operation

(i) Reception:

- Ensure check-in formalities are completed in contactless manner (QR code/online forms) to reduce contact and time at the front desk.

- Guest details to be sent in advance for guest registration along with government approved identity card, any other information required by the hotel via Email/WhatsApp.

- Information on travel history & medical condition are recommended to be captured for all guests.

- Travel itinerary may be sought from the guests to ensure traceability.

(ii) Check-out:

- Guests should inform at reception using intercom or personal mobile, an hour before the check-out.

- Payments should be made via an online platform with cashless transactions only.

(iii) Dining

- Gloves should be worn when handling used dishes and utensils.
Safety & Hygiene Protocols and Operational Recommendations for Tourism Service Providers

- Physical distancing of minimum 6 feet should be maintained in dining area/ restaurants as well.

- Breakfast should be prepared in kitchen where guests should not be allowed at all.

- It is advisable to use disposable cutlery for all purposes which must be disposed inside a garbage bag.

- In case of non-disposable cutlery, the guests should be advised to keep the used cutlery outside their room.

(iv) Room cleaning & housekeeping

- Ensure that staff wear disposable gloves and masks while cleaning rooms or other common areas.

- Staff must sanitize or wash hands with soap after every cleaning process.

- Mopping of floor of common areas is recommended to be done twice a day.

- Cleaning of Guest Room is mandatory on daily basis.

- Linen must be changed after every Check-out. In the event of longer stay, it should be as per the request of the guest.

- All touch points must be cleaned with proper disinfectant (Sodium Hypochlorite).

- After every check-out, tables, cupboards, wardrobes, lockers, light switches, mirrors, electronic devices or any other item which a guest may touch during his/her stay, should be cleaned properly.

- Garbage needs to be disposed as – dry, wet, glass, biodegradable.
- PPE’s like gloves, masks etc. to be segregated or disposed separately in bio-hazard bags (as per CPCB’s guidelines, available at: https://cpcb.nic.in/uploads/Projects/Bio-Medical-Waste/BMW-GUIDELINES-COVID_1.pdf).
Operational Recommendations for Tourism Service Providers

Ministry of Tourism
Government of India
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1. Introduction

The global outbreak of COVID-19 has brought the world to a standstill. This is an unprecedented global health emergency with tremendous impact on societies and livelihoods. Travel and Tourism is among the sectors most affected by this crisis but at the same time, Tourism can also be an integral part of the global recovery efforts.

In the COVID 19 aftermath, countries will need to realise a new reality of the tourism and travel industry and make all efforts to shape the sector accordingly. Tourism Businesses will require a re-thinking of how they will operate in terms of hygiene, health and safety to ensure safety of their clients and staff.

The Ministry of Tourism proposes to recommend Protocols covering all service providers and their related activities to tourism and hospitality sectors, to ensure a safe and prepared approach for a post-COVID 19 revival.

The protocols/guidelines are applicable to service providers engaged in management of both international and domestic tourists. These include, the following in the tourism supply chain:

- Travel Agents
- Tour Operators (Inbound, Domestic & Adventure)
- Tourist Transport Operators
- Tourist Facilitators / Guides

The guidelines have been prepared with primary focus on identifying and mitigating risks for the service provider and for ensuring necessary safety and hygiene practices in interaction with travelers. Minimizing all possible touch points by use of digital technology has been one of the guiding principles for the guidelines. This would not only help in reducing the risk but also make traceability of the guest easier in case a situation in future warrants so.

The protocols would include the requirements that each sub-sector or tourist activity would need to comply with in terms of health and hygiene. The same could be adapted by States/UTs based on their tourism products and service capacity.
2. Tourism Service Providers who have a functional workplace with staff/employees under payroll

For Office Premises

(i) Office premises must be sanitized regularly, it is recommended that deep cleaning may be conducted twice a week

- All touch points in public areas like door handles, elevator buttons, counter tops, tabletops, railings, etc. are cleaned continuously using a sanitizer/disinfectant.
- AC/Ventilation ducts/ Fans etc. are to be cleaned and serviced regularly.

(ii) Ensure availability of hygiene and sanitation equipment at pro-active replenishment

- Germicidal disinfectant/hand sanitizers / wipes for surface cleaning
- Tissues
- Face/eye masks (separate or combined, face shield, goggles)
- Gloves (disposable)
- Biohazard disposable waste bag

(iii) Ensure necessary association with medical practitioner/hospital for effective response to emergencies

(iv) Emergency numbers should be displayed at all office rooms, vehicles and made available with all employees

(v) Separate area to be earmarked to accommodate in case of sudden illness of any employee/visitor

(vi) Ensure that masks, gloves etc. are disposed carefully based on usage guidelines

(vii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement
(viii) Implement clear signage throughout the office premises to inform guests/employees of the enhanced cleaning protocols, social distancing, and recommendations

For Office Staff

(i) Ensure all staff wear masks and practice social distancing and hygiene within the office premises.

(ii) All employees must mandatorily download Aarogya Setu mobile application

(iii) Ensure daily temperature check via thermal gun thermometer

(iv) Ensure that proper attendance logs of entry and exit are maintained

(v) Ensure all employees have undergone medical screening and have active medical insurance

(vi) Ensure **training of employees** in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)

(vii) Ensure updates on the health condition of staff and upkeep of vehicle/facilities etc. is done on a regular basis
3. Tourism Service Providers who undertake bookings for different services

(i) Booking and travels plans are to be accepted for tourists with no medical history of the virus in the last 28 days, especially in case of inbound travelers

(ii) Necessary medical proof or health declaration (Format at Annexure) may be sought for inbound travelers

(iii) Bookings required to be made online or via an online platform with cashless transactions only

(iv) Proper record and logs are to be maintained for each traveler

(v) Information on age, medical history, allergies etc. are recommended to be captured for each traveler

(vi) Ensure that detailed itinerary is be provided to each tourist with details on vehicle, stay, layovers, activities etc.

(vii) Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the tourist beforehand

(viii) All information to the tourists should be disseminated digitally

(ix) Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing.

(x) Office staff should be trained to answer questions
4. Tourism Service Providers who provide transport facilities for different services

(i) All vehicles must be thoroughly disinfected prior to boarding of tourists.

(ii) High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) should be sprayed with disinfectant surface cleaner regularly.

(iii) Hand sanitizer dispenser and masks must be kept available in every vehicle.

(iv) AC buses - cleaning of interiors of air ducts on weekly basis

(v) Use of disposable seat covers, head rest covers are recommended for all vehicles

(vi) Use of fiberglass partition between the driver and passenger’s seat in buses and cars is recommended.

(vii) Emergency numbers should be displayed on all vehicles and made available with all employees and tourists.

(viii) Ensure only two guests are seated at the rear side of a car and guests (not from the same household) are seated maintaining a physical distance of 2 feet in a bus. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family Welfare.

(ix) Ensure all information provided to tourist is strictly through digital means (this may include tour itinerary; safety precautions for hygiene and disinfection)

(x) Strictly follow pre-planned itineraries (to avoid peak hours) with minimum layover at pre-determined stops only

(xi) Limited use of public transport for large tour groups of more than 10 pax is recommended.

(xii) Health certificate should be mandatory for all drivers.
(xiii) Drivers/helpers should always wear masks and gloves and should undergo thermal screening before every new assignment

(xiv) Ensure training of drivers in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept)
5. Tourism Service providers who receive tourists at the port of entry

(i) Greet the tourists saying “Namaste”. No shaking of hands is recommended.

(ii) Tourism personnel should carry sanitation equipment and wear mask for protection.

(iii) Face masks and sanitizers should be made available to guests on demand.

(iv) Ensure temperature check and mask usage before boarding of vehicle.

(v) For large groups ensure at least one personnel is available for coordination with every 10 tourists.

(vi) Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

(vii) Ensure gloves are used while handling of luggage. Spray and wipe luggage handles.

(viii) Ensure sanitizers are used before boarding the vehicle by tourist and service provider.

(ix) All tourists must mandatorily download Aarogya Setu mobile application and fill survey questionnaire.

(x) Sick or unwell tourist to be immediately taken for checkup to nearest hospital in separate vehicle.
6. Tourist Facilitators & Guides providing offline guide facilities involving interaction with tourists

(i) Greet the tourists saying “Namaste”. No shaking of hands is recommended

(ii) Ensure tourists are always accompanied.

(iii) Manage the number of guests within any one boutique, restaurant or specified area and implement queue management systems that support social distancing requirements

(iii) Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing. Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

(iv) Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.

(v) Ensure temperature check and face mask before entering a destination

(vi) Ensure that tickets are bought online for destination if available to avoid queuing and long halts

(vii) At Monuments / Museums, ensure gloves are worn by employees and tourists

(viii) Microphones and headsets by guides and tourists is recommended so that physical distancing can be maintained during the tour sightseeing

(ix) Audio guides/ audio system should be provided to tourists wherever available
7. Tourism service providers engaged in providing adventure tourism services

(i) Booking of tours and allocation of slots should be adequately done to avoid large gathering

(ii) Regular temperature checks of employees and tourists/guests

(iii) At the park/site ensure gloves and masks are worn by employees and tourists

(iv) Ensure that guests are taken in small groups and physical distance of 2 feet is maintained between guests. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

(v) Visitor numbers should be tightly controlled in activities to maintain adequate distancing between guests

(vi) Ensure queue markers with enough distancing at public attractions, such as zip line

(vii) Ensure all equipment and safari vehicles are adequately disinfected before and after every use

Note: The above guidelines have been adapted for the tourism services based on information as updated by the Ministry of Health & Family welfare on various Do’s and Don’ts, Travel, Testing and Protective measures including hygiene, sanitization, social distancing etc.
8. Annexure - Health Declaration

HEALTH DECLARATION FORM / COVID-19

Read this statement prior to signing it. You must complete this medical questionnaire to travel to India or to participate in any travel/tourism activity in India. If you are a minor, you must have this statement signed by your parent or guardian.

MEDICAL QUESTIONNAIRE

The purpose of this medical questionnaire is to ensure that you are medically fit to travel. Please answer the following questions with a YES or NO. If you are not sure, answer YES. A positive response means that there may be a preexisting condition that could affect your safety and the others around you. If any of these items apply to you, we must request that you consult with a physician, preferably a specialist, prior to participating in tourism/travel activities. Within the 28 days immediately preceding the date of this Health Declaration Form, have you:

1. TESTED POSITIVE OR PRESUMPTIVELY POSITIVE WITH COVID-19 (THE NEW CORONAVIRUS OR-- SARS-COV2) OR BEEN IDENTIFIED AS A POTENTIAL CARRIER OF THE CORONAVIRUS?
   □ YES □ No

2. EXPERIENCED ANY SYMPTOMS COMMONLY ASSOCIATED WITH COVID-19 (FEVER; COUGH; FATIGUE OR MUSCLE PAIN; DIFFICULTY BREATHING; SORE THROAT; LUNG INFECTIONS; HEADACHE; LOSS OF TASTE; OR DIARRHEA)?
   □ YES □ No

3. BEEN IN ANY LOCATION/SITE DECLARED AS HAZARDOUS WITH AND/OR POTENTIALLY INFECTIVE WITH THE NEW CORONAVIRUS BY A RECOGNIZED HEALTH OR REGULATORY AUTHORITY?
   □ YES □ No

4. BEEN IN DIRECT CONTACT WITH OR IN THE IMMEDIATE VICINITY OF ANY PERSON WHO TESTED POSITIVE WITH THE NEW CORONAVIRUS OR WHO WAS DIAGNOSED AS POSSIBLY BEING INFECTED BY THE NEW CORONAVIRUS?
   □ YES □ No

The information I have provided about my medical history is accurate to the best of my knowledge. I agree to accept responsibility for any omissions in disclosing my existing or past health conditions. I also commit to inform about any symptom that may arise after having filled in this declaration and/or having come into contact with someone who has tested positive after signing the declaration.

Full Name __________________________
Date (DD/MM/YYYY) ___________________
Signature ___________________________

Guardian’s Name (If applicable) __________
Date (DD/MM/YYYY) ___________________
Signature ___________________________
ADDITIONAL DECLARATIONS / COVID-19

I WILL, if asked, wear a protective mask at all times while participating in the diving tourism / travel activities arranged by Travel Agent/Tour Operator, and will take all reasonable preventive steps that may be recommended by, or any relevant public authority.

I ACKNOWLEDGE and ACCEPT that this declaration will be considered as my consent to retain this declaration and disclose it to any relevant authority or service provider for the purposes of ensuring the safety of any third parties that may come in contact with me prior to, during, and after any travel/tourism activity.

Full Name ___________________________ Date (DD/MM/YYYY) ___________________________

Signature ____________________________

______________________________

Guardian’s Name (if applicable) ___________________________ Date (DD/MM/YYYY) __________________________

Signature ____________________________

______________________________
Operational Recommendations for Hotels

Ministry of Tourism
Government of India

Hotel & Restaurant Division
June 2020
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1. Introduction

Given the current COVID-19 outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible physical contacts between Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

These guidelines are applicable to the Hotels and are subject to provisions of any law, rules or any other directions issued by the competent regulatory authorities of the respective State or Central Government from time to time, which will override these guidelines.
2. Hotels

2.1 For Hotel Premises

(i) Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open.

(ii) Ensure availability of hygiene and sanitation equipment at pro-active replenishment

   - Thermal Gun thermometer for temperature checking of staff and guests.
   - Hand Sanitizers, Hand Gloves and Masks to be available in the Reception Area.
   - Garbage Bags (separate bio-hazard bags for used masks and other PPEs as per CPCB’s guidelines).
   - Sufficient disinfectants like sodium hypochlorite (1%).

(iii) It is recommended to have Gowns/ Aprons & Personal Protective Gears available 24/7.

(iv) All touch points in public areas like door handles, elevator buttons, counter tops, tabletops, railings, etc. are cleaned continuously using a sanitizer/disinfectant. It is advised to use Sodium Hypochlorite 1% solution having at least 70% alcohol to clean these frequently touched points.

(v) Posters/standees should be displayed at various location for information and awareness:

   - Emergency helpline numbers - at the reception.
   - Social distancing (6 feet) - Reception & other strategic places.
   - General Information – Reception.
   - Hand Washing - Reception & Inside the room.
   - Respiratory hygiene - Reception & Inside the room.
   - Dos & Don’ts – At all appropriate places.
(vi) Adequate isolation facilities should be kept ready and made available in case of any requirement for the suspected COVID guest or staff.

(vii) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30 C. Relative humidity should be in the range of 40-70%.

(viii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement.

2.2 For Staff

(i) Ensure all staff wear mask & hand gloves should be changed/disinfected after handling each customer to avoid cross contamination.

(ii) Ensure daily temperature check via thermal gun thermometer.

(iii) All employees must mandatorily download Aarogya Setu mobile application.

(iv) Ensure all staff maintain respiratory etiquettes i.e covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

(v) Ensure social distancing is maintained among staff and guests and staff should refraining from hugging & shaking hands with guests as well as among themselves.

(vi) Ensure that all staff should wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
(vii) Ensure that staff follow restricted movement (only in cases of work) around rooms.

(viii) Establishing Rapid Response Team.

- A management team should be constituted, to be headed by “Rapid Response Leader”, ideally an officer from the higher management or a specially appointed officer and “Rapid Response officers” from each operational department.
- The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties.

(ix) The rapid response team should circulate relevant communications to guests and staff and all the other stakeholders to make sure the consistency of the alignment.

(x) The rapid response team should ensure training of employees in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept).

(xi) All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.

2.3 For guests
Following DO’s and DON’Ts should be followed by guests:

(i) Do not step out of the room unnecessarily.

(ii) Wear a mask whenever outside the room.
(iii) Keep the doors closed and avoid any contact with the doorknobs.

(iv) Always keep a safe distance as per social distancing norms.

(v) Wash your hands frequently with the soaps/sanitizers provided.

(vi) Put all disposable plates/cups/bottles after use in the garbage bag.

(vii) Guests should not visit containment zone.

2.4 Specific guidelines per area of operation

(i) Reception:

- Ensure check-in formalities are completed in contactless manner (QR code/online forms) to reduce contact and time at the front desk.

- Guests must be requested to maintain a queue with 6 feet distance between them. Standing space signs will be placed on the floor to maintain social distancing.

- All guests must mandatorily download Aarogya Setu mobile application.

- Guest details to be sent in advance for guest registration along with government approved identity card, any other information required by the hotel via Email/WhatsApp.

- Rooms should be kept ready to avoid any crowd at the reception.

- Details of the guest (Travel history, medical condition etc.) along with ID and Self declaration form must be provided by the guest at the reception (for now).
- Information on travel history & medical condition are recommended to be captured for all guests.
- Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.
- Travel itinerary may be sought from the guests to ensure traceability.
- Guests should be briefed about the Do’s & Don’ts while at the hotel.
- Luggage should be disinfected before sending the luggage to room.

(ii) Check-out:
- Guests should inform at reception using intercom or personal mobile, an hour before the check-out.
- Payments should be made online or via an online platform with cashless transactions only.

(iii) Dining/Room Service
- Gloves should be worn when handling used dishes and utensils.
- Communication between guests and in-house staff should be strictly through intercom or mobile phone.
- Any items required such as water bottle/ toiletries/ medicine/ linen should be given to the guests while maintaining 6 feet distance & trays must be used to avoid hand contact.
- Physical distancing of minimum 6 feet should be maintained in dining area/ restaurants as well.
- It is advisable to use disposable cutlery for all purposes which must be disposed inside a garbage bag.

- In case of non-disposable cutlery, the guests should be advised to keep the used cutlery outside their room.

- The guidelines regarding operation of restaurants and food services are given separately and must be followed.

(iv) Room cleaning & Housekeeping

- In case of any repair or maintenance required, staff should get on a video call with the guest to better understand the issue or assist the guest.

- In case it is not possible to resolve via call, maintenance personnel should wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

- Cleaning of Common areas and other areas- Disinfection of common areas like corridors, elevators, stairs etc. must be done regularly. The requirement of cleaning for various areas/items have been provided in the following table:

<table>
<thead>
<tr>
<th>Area/Item</th>
<th>Item/Equipment</th>
<th>Frequency</th>
<th>Method/procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning</td>
<td>R2/ Detergent &amp; Warm Water, Disinfectant</td>
<td>Twice a day</td>
<td>• Scrub floors with hot water &amp; detergent using minimal water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Clean with plain water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Allow to dry &amp; MOP with disinfectant</td>
</tr>
<tr>
<td>Item</td>
<td>Cleaning Method</td>
<td>Frequency</td>
<td>Requirements</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Lockers, Tables, Cupboard, Wardrobes</td>
<td>Damp Duster with disinfectant</td>
<td>Daily</td>
<td>• Damp dust with regular disinfectants</td>
</tr>
<tr>
<td>Railings</td>
<td>Detergent/ Sanitizer-hot water, Disinfectant</td>
<td>Twice a day</td>
<td>• Damp dust with warm water &amp; detergent followed by disinfection</td>
</tr>
<tr>
<td>Mirrors &amp; Glass</td>
<td>Warm water/ Detergent water/ Cleaning solution damp cloth wiper</td>
<td>Daily</td>
<td>• Using warm water &amp; a small quantity of detergent &amp; using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror &amp; glass to a clean dry finish</td>
</tr>
<tr>
<td>Furniture &amp; Fittings</td>
<td>Disinfectant, Duster</td>
<td>Daily</td>
<td>• Using disinfectant damp dust furniture &amp; fittings, including chairs, stools, beds, tables etc.</td>
</tr>
</tbody>
</table>
| Light Switches/ Over bed lights | Disinfectant, Duster                                                           | Daily       | • Light switches to be cleaned of dust, spots & finger marks, clean with a damp cloth  
• Over bed lighting to be damp dusted, clean with damp cloth |
| Toilet Pot/ Commode     | R1/ Soap powder, Long handle angular brush                                      | Whenever required | • Inside Of toilet pot/ commode  
• Scrub with the R1/ soap powder & angular brush  
• Clean with R1/ soap |
<table>
<thead>
<tr>
<th>Area</th>
<th>Materials &amp; Equipment</th>
<th>Cleaning Frequency</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet Floor /Sink</td>
<td>R1/ Soap powder, scrubbing brush</td>
<td>Whenever required</td>
<td>Scrub with soap powder &amp; the scrubbing brush • Wash with water</td>
</tr>
<tr>
<td>Taps &amp; Fittings/ Shower area</td>
<td>Warm water, Detergent powder, Nylon scrubber</td>
<td>Whenever required</td>
<td>Wipe over taps &amp; fittings with a damp cloth &amp; detergent • Care should be taken to clean the underside of taps &amp; fittings</td>
</tr>
</tbody>
</table>

- **Cleaning of rooms:**
  - The Guest will have an option to opt out from daily cleaning.
  - Linen should be changed as per the request by the guest.
  - Housekeeping staff must wear masks or PPE (wherever applicable) while cleaning/ deep cleaning. Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.
  - During the cleaning process, guests should stay in the lobby near the room without touching anything.
  - In case of room cleaning after checkout, clean linen and towels to be provided.

- Linen cleaning
- Housekeeping staff should use masks and hand gloves while handling used linen and the same should be kept in a separate place.

- Linen must be changed after every checkout and for longer stays as per the request by the guest.

- The garbage needs to be disposed as – dry, wet, glass, biodegradable.

- PPE’s like gloves, masks etc. to be segregated and disposed separately in bio-hazard bags (as per CPCB’s guidelines, available at: [https://cpcb.nic.in/uploads/Projects/Bio-Medical-Waste/BMW-GUIDELINES-COVID_1.pdf](https://cpcb.nic.in/uploads/Projects/Bio-Medical-Waste/BMW-GUIDELINES-COVID_1.pdf)).
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1. Introduction

Given the current COVID-19 outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible physical contacts between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

These guidelines are applicable to the restaurants and are subject to provisions of any law, rules or any other directions issued by the competent regulatory authorities of the respective State or Central Government from time to time, which will override these guidelines.

To ensure that visitors feel safe while eating out, restaurants need to take several measures to make them feel safe, comfortable and at ease post lockdown. These procedures will also be applicable for dining facilities and restaurants in hotels and other accommodation units.

These guidelines are subject to any directions and regulations from the competent regulatory authorities such as FSSAI, which shall be binding on the management.
2. Guidelines for Restaurants

Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open. Takeaways to be encouraged, instead of Dine-In.

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

2.1 For Restaurant premises

(i) Provide safe, sanitized and clinically clean environment to the visitors and staff.

(ii) All major touch points, operating panels, seats, covers, toolbox etc. requiring human touch should be sanitized at an hourly frequency with effective sanitizers (detailed steps for cleaning has been placed as annexure).

(iii) All tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery should be washed in dishwashers with effective soap solutions where water temperature is as high as 80 degrees.

(iv) Ensure that the seating capacity is reduced by 50% and the seating style is changed in order to maintain social distancing. Tables to families or a group to be allocated strategically to ensure non contamination to other guests/ areas.

(v) Markings on the floor to be done to maintain social distance, wherever required.

(vi) Ensure availability of hygiene and sanitation equipment at pro-active replenishment

- Thermal Gun thermometer for temperature checking of staff and guests.
- Hand Sanitizers, Hand Gloves and Masks (Three layered masks/N 95 masks), Long gowns, eye goggles or face shield to be available at the Reception Area.
- Garbage Bags (separate bio-hazard bags for used masks and other PPEs as per CPCB’s guidelines).
- Sufficient disinfectants like sodium hypochlorite (1%).

(vii) Hand sanitizers should be placed at the entrance and other areas such as washrooms.

(viii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement.

(ix) Restaurants should ensure to maximize the use of technology to reduce human contact.

(x) Posters/standees should be displayed at various location for information and awareness:
  - Emergency helpline numbers
  - Social distancing (6 feet)
  - Hand Washing
  - Respiratory hygiene
  - Dos & Don’ts

(xi) Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.

(xii) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30 C. Relative humidity should be in the range of 40-70%.

(xiii) E-payments to be encouraged to avoid touching the debit/credit cards of guests.
It is recommended to follow the bar safety measures mentioned below:

- Bar counter and stools to be sanitized properly.
- Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- Ice container trolley to be washed and sanitized.
- All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- All the glassware to be cleaned with hot water and lemon.
- It is recommended to follow FSSAI guidelines by marking dates on recently opened beverages.

It is recommended to follow the safety measures mentioned below- for **kitchen**/ **food preparation area**:

- Operational kitchens must be sanitized at regular intervals.
- Kitchens to plan social distancing in a practical manner.
- Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- Strict adherence to HAACP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- Ensure all tools get sanitized after each use.
- Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food.
- No ready-to-eat food items shall be left open.
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

2.2 For Staff
(i) Ensure staff are trained to greet diners wearing gloves and masks and provide sanitization bottles at the entrance.

(ii) Ensure all staff wear mask & hand gloves should be changed/disinfected after handling each customer to avoid cross contamination.

(iii) Ensure daily temperature check via thermal gun thermometer. Regular and increased health checkups of staff should be ensured.

(iv) All employees must mandatorily download Aarogya Setu mobile application.

(v) Ensure all staff maintain respiratory etiquettes i.e covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

(vi) Physical contacts between two persons must be minimized and a minimum distance of 6 feet to be maintained
  - Optimize employees in production area.
  - Stagger workstations, food preparation area etc.
  - Review the speed of production lines considering social distancing.
  - Review shift arrangements depend on the above.
  - Limit number of people who are not required e.g. Drivers, helpers etc.
  - Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
  - Prohibit sharing of lockers or uniform or any common item such as pens etc.
  - Food delivery personnel should leave the packet at 6 feet distance at customer’s door. Do not handover the food packet directly to the customer.
  - Takeaways to be encouraged, instead of Dine-In.
(vii) Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

(viii) Alternate methods (digitally using QR code) should be devised for staff to mark attendance at the restaurant. Staff having a body temperature of more than 98.6° F should be asked to remain at home.

(ix) Staff should be given PPE kits as part of the uniform across all departments.

- Uniform exchange daily should be the norm and uniforms should be sanitized properly.
- Ensure that staff are maintaining Social Distancing during uniform exchange.

(x) Cashiers to disinfect hands after every settlement through cash or cards. E-payments to be encouraged to avoid touching the debit/credit cards of guests.

(xi) Staff to wear PPEs like face masks, chef caps/net caps, face shield and all other safety gear while working in kitchen/food preparation area.

(xii) Staff meals should be planned in such a manner that social distancing norms could be maintained. Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.

(xiii) Ensure training of employees in hygiene and sanitation practices and troubleshooting risks (log of the training/video record of session to be kept).
(xiv) Staff must be trained to handle guests in case he/she develops symptoms of COVID-19:

- Place the ill person in a room or earmarked area where they are isolated from others.
- Provide a mask/face cover till such time he/she is examined by a doctor.
- Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- Covid-19 disinfection of the premises to be taken up if the person is found positive. Linen and other items must be washed separately.
- Maintain empathy with the guests.
- In case suspected guests flee/ not traceable, inform the police immediately.

(xv) All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.

2.3 **Specific guidelines for receiving guests**

(i) **Pre-Arrival**
- Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.

(ii) **Arrival**
- All guests should be screened for any symptoms before entering the premises.
- Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
- The AarogyaSetu App status of every guest is checked for allowing entry.
- No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc.
- The gate should be opened by attendant.
- Guests should be directed to sanitize hands before entering and while leaving the restaurant.
- Guests should be provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.

(iii) **Designated Waiting Area**
- Extra guests to be seated in a designated waiting area with norms of social distancing.

(iv) **Dining**
- The service staff must use such as masks, gloves and other such personal protective gears.
- Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
- Disposable menus are advised to be used.
- Use of good quality disposable paper napkins is recommended.
- Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- Buffet service should be avoided and, in case of buffet, trained service staff only to serve the food from buffet.
- Only designated staff to serve the food on a particular table.
- Name badges of staff to be printed in larger fonts for identification from a farther distance.
• The service equipment to be segregated and stored in sanitized cupboards.
• The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
• HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.

2.4 For guests
(i) Do make prior reservations before going to the restaurant to avoid crowding.

(ii) Do not exceed pre informed numbers and any sort of deviation in number of persons be informed well in advance.

(iii) Do carry own Face Mask, Hand Gloves and Instant Hand Wash etc.

(iv) Do install ArogyaSetu App in your mobile phone.

(v) Don’t carry any item directly bought from outside like gifts etc.

(vi) Do use safe and sanitized vehicles for travel.

(vii) Do sanitize the hands before proceeding for seating area.

(viii) Do use e-payments to avoid contact through cash or credit/ debit card.

2.5 For Restaurants who provide transport for employees
(i) Screen the staff for temperature and other symptoms before boarding the vehicle.

(ii) It is recommended to provide organization’s transport in the event public
3. Annexure - Cleaning and sanitation norms for restaurants

### 2.6 For Restaurants who provide food delivery services

(i) Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination.

(ii) Ensure that the drivers, loaders and other staff are trained about the COVID-19 infection symptoms and measures for prevention. They should maintain high standards of personal hygiene.

(iii) Clean & Sanitize Delivery/ transport vehicles regularly. Use designated vehicle only for food deliveries / distribution only.

(iv) Hand washing material and Sanitizer bottle to be fixed in driver cabin.

(v) Anyone displaying flu like symptoms should be avoided in handling / transporting / delivering food.

(vi) Face covers to be worn at all times.

(vii) Avoid use of public toilets and crowded places during the breaks.

(viii) If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.

(ix) Maintain relevant records.

Cleaning process should be followed by disinfection. Use chemicals as per the direction provided by the manufacturers.

(i) **Cleaning of various areas**
Following Food establishments shall be cleaned with appropriate cleaning solution:

<table>
<thead>
<tr>
<th>Area</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food preparation/ production area, Stores, Packaging area, Service area, Waste disposal area, Office space, Transport vehicle, Toilets and Washrooms</td>
<td>Soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent)</td>
</tr>
</tbody>
</table>

(ii) Cleaning of Equipment and crockery etc.

Cleaning of Equipment should be carried out as follows:

<table>
<thead>
<tr>
<th>Cleaning of Equipment</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning of Equipment, containers, utensils, crockery, cutlery and service ware etc. thoroughly with cleaning solution and water.</td>
<td>Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/ Quaternary ammonium compound is recommended. The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.</td>
</tr>
</tbody>
</table>

(iii) Cleaning of various high touch points

Special attention is to be given to various high touch points and the following method and frequency will be used for the same:
<table>
<thead>
<tr>
<th><strong>High Touch Points</strong></th>
<th><strong>Method and Frequency</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevator buttons, handrails / handles and call buttons, escalator handrails, public</td>
<td>Cleaned twice daily by mopping with a linen/ absorbable cloth soaked in 1% sodium hypochlorite</td>
</tr>
<tr>
<td>counters, intercom systems, equipment like telephone, printers/ scanners, and other</td>
<td></td>
</tr>
<tr>
<td>office machines, table tops, chair handles, pens, diary files, keyboards, mouse,</td>
<td></td>
</tr>
<tr>
<td>mouse pad, tea/ coffee dispensing machines, etc.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Metallic surfaces like door handles, security locks, handles of baskets/ carts,</td>
<td>70% alcohol</td>
</tr>
<tr>
<td>display racks</td>
<td></td>
</tr>
<tr>
<td>(where bleach is not suitable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Hand sanitizing stations at the entry and near high contact surfaces.</td>
<td>Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilets and Washrooms</td>
<td>After every shift using water and detergent, followed by 1% sodium hypochlorite.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Area of two meters around the person who has coughed</td>
<td>Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves</td>
<td>Cleaned thoroughly before use &amp; after use. Sanitize where required.</td>
</tr>
</tbody>
</table>