



Sacramento Hotel Association

We want hotels in Sacramento to be clean and safe for guests and employees.

In response to the coronavirus pandemic, hotels have been implementing enhanced hygiene and sanitization procedures in their facilities to protect guests and employees.

RECOMMENDED CLEANING AND DISINFECTING PROTOCOLS AND OPERATIONAL TIPS FOR SACRAMENTO HOTELS

The [guidance](#) issued by the California Department of Public Health and Cal-OSHA on July 29, 2020, for hotel, lodging and short-term rental operations recommends that the operators “take steps to ensure guests are fully aware of the facility’s new policies and procedures prior to their arrival.” These policies and procedures should include “cleaning and disinfecting schedules for accommodations.”

The Sacramento Hotel Association recommends that all hotel guests be provided written information that discloses the following policies and operational tips:

1. Hotels are to adopt and adhere to California Department of Public Health and CDC guidelines and recommendations as it pertains to room cleaning in order to keep hotel guests and hotel employees safe such as servicing rooms only when guests are not present, minimize contact with guests’ personal belongings, and have ventilation systems operating when cleaning, among other new protocols.
2. Consideration should be given to allow hotel guests to have the choice of daily room cleaning or not. With the pandemic, please note that guest preferences are subject to shifting regarding new information in how to safeguard against the coronavirus. (Please note that these cleaning preferences could affect your staffing levels.)

Additional Information: The majority of hotels, including the major brands, have suspended any incentive programs for declining daily housekeeping service during the pandemic. It’s important to prioritize cleaning during the pandemic, so consideration should be given to discontinuing any such programs.

3. If you offer and a guest requests daily cleaning, a good practice to ensure both the safety of the guest and your employees is to schedule a time (such as a two-hour window) to clean the room when the guest is out of the room to reduce contact between the guest and your employee cleaning the room.
4. Following California’s guidance for hotels, where possible, hotels should consider leaving rooms vacant for at least 24 hours after a guest has departed.
5. In the event of a presumptive case of COVID-19, the guest’s room should be removed from service and quarantined. The guest room should not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service after undergoing an enhanced disinfection protocol in accordance with [CDC guidelines](#) or being left vacant for seven days or more.

Overall, please also be sure you have a site-specific COVID-19 prevention plan (and a person designated to implement the plan), train your employees for both safety and cleaning protocols, and ensure that everyone (guests and employees) is following proper procedures.

Most important, encourage your employees who are sick or exhibiting symptoms of COVID-19 to stay home.