

# Reopening Safely Checklist

Make sure you're taking every step to ensure your guests feel safe and welcome.

## Cleaning process

- Remove decorative items**  
Store decorative cushions and blankets
- Remove reusable items**  
Store pens and writing pads, and guest directory or guest books.
- Update your cleaning routine**  
Add disinfection and factor in additional cleaning time
- Eliminate daily turndown**  
Update to valet trash service

## Website

- Add a COVID-19 page**  
Detail out all of the safety measures you've taken
- Add a badge or widget**  
Use visuals to inform guests of safe practices or certifications

## System updates

- Space out bookings**  
Space out bookings with 24 hours between guests
- Update your cancellation policy**  
Ensure you provide your guests with flexible options
- Remove minimum stay**  
Eliminate any booking barriers that may deter potential guests
- Update your T&Cs**  
Add a liability waiver for COVID-19
- Update your house rules**  
Update expectations for guest behaviour

## Miscellaneous

- Review services & software**  
Utilise products that enable your business to adapt to the new travel climate

## Guest experience

- Add new in-room amenities**  
Include hand sanitiser, disinfecting wipes and masks
- Go contactless**  
Provide contactless check-in and check-out processes
- Update meal options**  
Offer room service or by appointment only dining
- Add a welcome reassurance**  
Door sign that notes the room has been cleaned and sanitised  
Or  
Seal the door with a sticker to indicate no one has entered since being cleaned
- Add welcome reassurance**  
Door sign that notes the room has been cleaned and sanitised

## Guest communications

- Update your cancellation policy**  
Ensure you provide your guests with flexible options
- Remove minimum stay**  
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