

Reopening Safely Checklist

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

Cleaning process

- ☐ **Update your cleaning routine**
Add disinfection and factor in additional cleaning time
- ☐ **Eliminate daily turndown**
Collect waste bins from the hallway
- ☐ **Remove reusable items**
Prefer wrapped or single-use options for pens or cups and use laminated cards and menus
- ☐ **Remove decorative items**
Stow extra cushions and blankets, go for easy care materials

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
- ☐ **Reassure guests of cleanliness**
Use stickers to indicate no prior use since last cleaned. Display signs to highlight your deep cleaning process

Communications

- ☐ **Add a COVID-19 webpage**
Detail all the safety measures you've taken on your website
- ☐ **Add a badge or widget**
Use visuals to inform guests of safe practices or certifications
- ☐ **Let everyone know**
Email regular guests and update confirmations, as well as pre and post arrival emails

Suppliers

- ☐ **Review suppliers**
Utilise products that enable your business to adapt to the post COVID-19 era
- ☐ **Update OTA sites**
Advertise your new hygiene measures. Updates are synced automatically from eviivo Suite

Policy updates

- ☐ **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

Operations

- ☐ **Space out bookings**
Space out bookings with 24 hours between guests
- ☐ **Staff training**
Train staff on updated cleaning processes and service standards
- ☐ **Temperature checks**
Carry out minimum temperature checks for staff
- ☐ **Protective clothing**
Secure personal protective equipment and supplies for staff
- ☐ **Staggered service times**
Organise staggered access to key services such as breakfast, the dining room, bar and gym

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