

Reopen Safely Checklist

Adapt, Survive and Thrive

New Room Uses

- ☐ **Brainstorm**
How can you adapt your rooms to serve different needs?
- ☐ **Private workspaces**
Offer safe daytime workspace to those who cannot use a home office
- ☐ **Cooking Corner**
Time to add kettle, fridge or microwave to your rooms?
- ☐ **Outdoor dining space**
Consider investing in heating lamps and garden furniture

Meal Options

- ☐ **Food delivery**
Consider offering food delivery services
- ☐ **Contactless room service**
Provide room service options for all meals to help guests feel safe
- ☐ **By appointment only dining**
to ensure social distancing at all times
- ☐ **Meal boxes**
Individually wrapped for grab-and-go self-serve stations
- ☐ **Kettle & bottled water**
Plenty at hand, with more variety of coffee, tea, snacks

Guest Experience

- ☐ **Go contactless**
Provide contactless check-in and check-out options
- ☐ **Reassure guests of cleanliness**
Use stickers to indicate no prior use since last cleaned. Display signs to highlight your deep cleaning process
- ☐ **Add new in-room amenities**
Include hand sanitiser, disinfecting wipes and masks

Distribution

- ☐ **Advertise on Google**
Use Google Hotels Ads to drive guests to your website!
- ☐ **Update OTA sites**
Advertise your new hygiene measures. Updates are synced automatically from eviivo suite
- ☐ **Use more niche platforms**
Look for community sites that cater to local audiences and contact your tourism board

Communications & Web

- ☐ **Revamp your website**
Clarify your enhanced safety & cleaning protocols in detail
- ☐ **Add banner on homepage**
Highlight your professional approach to Covid-19
- ☐ **Add a badge or widget**
Use visuals to inform guests of safe practices or certifications
- ☐ **Let everyone know**
Email regular guests and use social media
- ☐ **Contact local businesses**
Both local shops and local companies whose staff work from home

Operations

- ☐ **Space out bookings**
Set out automated 24 hour buffers between bookings
- ☐ **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

Rate Plans

- ☐ **Set up an offline rate plan**
to charge for daytime workspace rental
- ☐ **Create duration promos**
The longer one stays, the higher the discount
- ☐ **Create early bird promos**
Drive bookings now for next spring/summer
- ☐ **Offer extras for free!**
Flowers, chocolates... and above all FREE WiFi!

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