

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