

SHARJAH

HOTEL ESTABLISHMENTS PRECAUTIONARY OPERATING GUIDELINES DURING COVID19

VERSION 2



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SHARJAH COMMERCE AND TOURISM DEVELOPMENT AUTHORITY

Established in 1996, the Sharjah Commerce and Tourism Development Authority (SCTDA) is entrusted with promoting the commercial and tourism events and activities in the Emirate of Sharjah, UAE to contribute to improving the status of the Emirate as an exceptional tourism destination at local, regional and international levels.

The Authority has organized a number of commercial and tourism events that have become closely aligned with the name of the Emirate itself, gaining international fame.

The SCTDA carried out an integrated strategic plan to develop the tourism sector's different facets, since there is a close connection between this development and the attraction of foreign investments that are now fully aware of the importance of the sustainable tourism development foundations laid down by the Authority over 20 years.

The SCTDA takes part in many specialized commercial and tourism exhibitions at the local, regional and international levels promoting its activities and the Emirate to individuals, governments, tourism developers and senior tour operators around the world. The SCTDA closely cooperates with the Emirate's government and private sectors to promote integration among them all in a manner that secures the quality of the commercial and tourism services offered in the Emirate ensuring that the Emirate retains a high ranking among the premier tourism destinations of the world.

1. General Precautionary Operating Guidelines

1.1. Personal Hygiene

- ✿ All employees shall follow Ministry of Health & Prevention guidance regarding handwashing.
- ✿ Employees shall wash their hands for at least 20 seconds, or use alcohol-based sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card, etc.), taking a break, and before a shift and as needed throughout the shift. If necessary, employees shall wear gloves for added protection and sanitation efforts; additionally, proper guidelines, should be followed prior to and after removing the gloves.
 - o Hand sanitizer dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

1.2. Mandatory Isolation Rooms

- ✿ Isolation rooms should be available at all times ready to be used if any cases are found or suspected; and shall be sanitized immediately after use.
- ✿ All hotels to have at least 1 dedicated room, if size of establishment allows, on site to isolate potential positive cases. These rooms are to be located close to the entrances of the hotel.
- ✿ Isolation rooms are to be set up with chairs and a table and water bottles; after infected case has been detected the room needs to be disinfected. Isolation Room attendants must be fitted with full body protective clothing. All hotels to have a procedure in place that complies with local regulations when cases of infection are detected.

1.3. Physical Distancing & Queuing

- ✿ Physical distancing to be applied at any queuing location with visible floor markings showing the distancing. Example of such locations are but not limited to: Check-in counters, concierge counters, restaurant entrances, pool towel counter, etc. Physical distancing refers to a minimum of 2 meters between individuals. Physical distancing includes refraining from shaking hands with guests as well as among staff. It involves maintaining a distance of at least 2 meters and avoiding anyone who is coughing or sneezing.
- ✿ Guests shall be advised to practice physical distancing by standing at least 2 meters away from other groups of people not traveling with them, including any area where guests or employees queue.
- ✿ Hotel establishments shall encourage one-way guest flow with marked entrances and exits. If applicable, lobby furniture and other public seating areas shall be reconfigured to promote Physical distancing.
- ✿ Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.
- ✿ Workers who carry out solo tasks to stay apart.

1.4. Monitoring Employee & Guest Health

- ✿ Hotel establishments must maintain records that will help trace whoever has been in contact with any infected individuals that have visited the property.
- ✿ Review and implement a record keeping process to maintain records of guests and staff details for a minimum of 90 days.
- ✿ This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed.

2. Property – Back of House

2.1. Front of House Signage

- ✿ Front of House signage can include information about using masks, maintaining physical distancing, maintaining hand hygiene, health and hygiene reminders, etc. These sign boards shall be placed at high-traffic areas on property, including the front lobby area at a minimum.
- ✿ If possible, dedicate -24hour internal hotline to support guests, this must be a key employee of the hotel and assigned to govern and execute monitoring of all Covid19- related policies. This person is to report directly to the General Manager of the hotel.

2.2. Front of House – Necessary Equipment & Medical Kit at Reception

- ✿ Although the use of masks is not recommended by WHO for the public as a preventive measure, but only for those who are ill with COVID19- symptoms or those caring for them, the reception desk should have a medical kit that includes the following items:
 - Germicidal disinfectant/ wipes for surface cleaning / tissues.
 - Face/ eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once.
 - Gloves (disposable)
 - Protective apron (disposable)
 - Full-length long-sleeved gown
 - Biohazard disposable waste bag

2.3. Back of House Signage

- ✿ Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit.
- ✿ Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands and to avoid touching their faces.

2.4. Supply Chain and Storage - Quarantine Practices

- ✿ Designate a dedicated place to ensure hygiene is implemented across the supply chain and storage i.e. from the point where supplies enter the hotel. Contractors and suppliers of goods and services should follow safe systems of work and also have systems in place for the prevention of the spread of COVID19-.
- ✿ Ensure that food delivery units, bags and associated materials are cleaned and disinfected after every delivery. There should be an approved disinfectant with the delivery person at all times. Delivery person should maintain physical distancing, follow personal hygiene habits and stay 2 meters away from the individuals to whom the food is delivered.
- ✿ Good hand hygiene must be practised (regular washing with disinfectant soap) when delivering food, collecting cash and while handling payment devices.

2.5. Loading Bays

- ✿ During the exchange of goods, hotel staff should not mix with external suppliers. Masks are obligatory for staff handling the unloading of new items.
- ✿ Staff handling items from outside must undergo proper training in how to use and remove masks and gloves. All items need to be sanitized before entering the hotel establishments.

2. Property – Back of House

2.6. Cleaning & Housekeeping

✿ The hotel establishments shall give special consideration to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID19- pandemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.

- Clean all the common areas of the hotel premises after each use & entrance areas sterilized.
- High touch surfaces cleaned every 2/1 hour or when soiled.
- Toilets cleaned every 2/1 hour or when soiled.
- Rooms with cases quarantined for 36 hours after full sanitization
- Hand sanitizers to be installed in all public areas and at entrances of Restaurants and Bars. Pedal operated waste bins with plastic liner to be placed in abundance in all public areas/ toilets/ meeting rooms/ restaurants/ outdoor areas. These are to be emptied regularly.
- Face masks and disposable gloves are to be available in the hotel for free but only as a supplement to the guest's own material.
- Ensure availability of dedicated cleaners in restrooms to sanitize the toilets per usage
- Ensure availability of dedicated cleaners to regularly sanitize all entrances, elevators, and escalators (or any other facilities/surfaces that are prone to high frequency of contacts)
- HSK staff to work alone; equipped with face mask, gloves (as necessary) and individual trolleys. HSK must practise good hand hygiene (regular washing of hands with disinfectant soap). Trolleys / Utensils / Vacuum cleaners to be cleaned at end of shift.
- Disinfect and clean workspaces and equipment, and consider more frequent cleaning of high touch surfaces.

2.6.1. Guest Bedroom & Bathroom Housekeeping

- Avoid shaking bedding and towels / Air the room / Avoid contact of the face with bedding, towels, or any object that could have been in contact with the guest
- Use standard household gloves; for cleaning surfaces, use microfiber cloths. Room cleaning procedure and approved chemicals and detergents are to be used.
- Room linen, mattress protector and pillow protector are to be washed after each Check Out.
- All room carpets / floor surfaces to be steamed after Check Out. Steam apparatus to be procured or rented. Hotel and Room A/C units to be set to fresh air intake / all A/C filters to be cleaned weekly
- Rooms with Covid19- cases are to be quarantined for 36 hours following disinfection procedures
- All HSK staff to be provided with individual trolleys and cleaning materials; all HSK staff to work alone.
- HSK staff to regularly wash hands thoroughly as per the Ministry of Health & Prevention guidelines, changing gloves and mask as necessary.
- Clean the vacuum cleaners/ bags and all other housekeeping trolleys/ utensils on a daily basis
- Separate soiled linen from clean linen in closable containers; remove soiled linen frequently from guest floors and ensure that no excess of soiled linen or waste bins accumulates on guest floors. Soiled linen is to be transported in closed bags to the Laundry.

2.6.2. Cleaning & Disinfection

✿ Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

✿ The frequency of room cleaning during a guest's stay may be altered based on guest requirements.

2. Property – Back of House

2.7. Restaurants and Dining Area

✿ Ensure the hotel adheres to government guidelines. Hotel Staff is deemed to be essential staff hence they can return home after the lockdown hours.

2.7.1. Cleaning Measures for F&B Outlets (In case of Dine-in)

- Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation.
- Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods.
- Traditional room service shall be replaced with a no-contact delivery method.
- Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.
- All tables and chairs to be disinfected with a sanitizing agent after usage. Cleaned and washed tableware/ glassware is to be stored in protected/ wrapped racks.

2.7.2. Hotels & restaurant occupancy cap & etiquette

- Rule 1: The maximum number of customers should be calculated based on 4 square meters per customer
E.g. If the dining area is 48 Square meters, the revised capacity will be $12 = 48/4$ Persons
- Rule 2: Dine-in facilities must hang a 'red tag' at front door indicating the maximum number of customers allowed inside at a time.
- Rule 3: Restaurants and coffee shops must reduce seating arrangements to %30 of the original number of seats and maintain placing tables 2 meters apart for all customers or set up separators/ screens between tables. The total seating must not exceed the maximum capacity mentioned in Rule 1.
- The -2meter distance per customer distancing is not applicable to family members. Guests can be asked to identify and give proof of direct family relationship at all times. Guests must maintain discipline and adult supervision of their children at all times. Disposable menu only or digital/ offline menus are to be used in restaurants.

2.7.3. Food preparation areas

- Quarantine food storage area for dry goods delivery & fresh food packaging disinfection where possible
- No cellphone usage allowed; only landline phones. Landline phones to be disinfected after use
- All staff to wear face masks and practise good hand hygiene, washing hands thoroughly after each meal preparation interaction.
- Ensure that all employees are free of symptoms of illness such as fever and cough at the start of work and the status recorded in the daily roster. Ensure that sufficient facilities are provided for cleaning and disinfection in all areas; that there is adequate supply of PPE (gloves, masks), disinfectants and cleaning tools.

2.7.4. Buffet machines

- ✿ The hotel/ restaurant, shall limit the buffet service, and if offering buffet, the restaurant attendant shall be available to serve. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers.
- ✿ The coffee machines and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary. Clean and disinfect the buffet surfaces after each service.

2. Property – Back of House

2.7.5. Washing dishes, silverware & table linen

- ✿ All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
- ✿ Drying should be carried out using disposable paper towels. Tablecloths and napkins should be washed in the usual manner.

2.7.6. Dishwashing equipment & service

- ✿ The proper functioning of the dishwashing equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- ✿ Dishwashing machines that are checked on a weekly basis and operate at the proper temperature (82 Degrees Celsius rinse temperature) will warrant that proper disinfection is achieved and that cutlery/ glassware/ crockery can be used instead of disposable items.

2.8. Laundry Area

- ✿ All dirty laundry is to be handled by care and good hand hygiene (regular and thorough washing of hands with disinfectant soap) should be practised during checking of laundry bags. Laundry coming from external third parties need to be sanitized before entering the hotel.
- ✿ Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

2.8.1. Laundry Maintenance - Equipment Service

- ✿ The proper functioning of the laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

2.9. Technical & Maintenance Services

2.9.1. Air-conditioning

- ✿ Although COVID19- is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters & maintaining the proper replacement rate of indoor air.
- ✿ The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked. Air-conditioning must be reviewed & serviced by experts to highest recommended standards & be set to fresh air intake instead of used air circulation in all buildings and areas

2.9.2. Water disinfection

- ✿ It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range. All water treatments to be recorded and executed/ dishwashing and cleaning apparatus to be kept in pristine working condition.

2.9.3. Dispensers

- ✿ Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of need (e.g. entrance to the dining hall, restaurants, etc.)

3. Human Capabilities - Hotel Employee

Employee's responsibilities:

- Regularly self-monitor
- Employees feeling unwell with symptoms associated with COVID19- must not report to work and seek medical advice immediately.
- Employees who were in close contact with an ill person at work, at home / accommodation or during commute must report the incident to the employer to ensure quarantine.

3.1. COVID19- Cleanliness & Hygiene Training

- Staff need to be trained on how to deal with different cases, and how to deal with escorting guests to isolation rooms
- Identify and define safety as well as hygiene measures
- Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, and Maintenance/ Engineering staff should be trained on the use of personal protection equipment as listed below:

✿ Gloves

✿ Disposable gowns

✿ Closed shoes

✿ If carrying out procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons. They should also have access to sufficient disinfectant solutions and other supplies.

- **Enhanced sanitation guidelines and training videos for all operational associates that includes hygiene and disinfection practices.**
- **Ensure good ventilation in the work environment.**

3.2. Personal Protective Equipment

- ✿ Provide sufficient protective gear to employees and train them on how to use protective gear. If there are work areas where the use of masks or gloves are restricted due to the nature of work or safety concerns, employees must be provided alternative measures of protection.
- ✿ Personal Protective Equipment (PPE) – masks and gloves only - should be available in enough quantities for hotel guests too, with clear usage instructions and when to change and how to change

3.3. Accommodation & Transfer

- ✿ The Hotel Establishment works with an efficient skeleton manpower plan.
- ✿ The Hotel Establishment if possible shall accommodate their employees in the hotels as much as possible to minimize transportation in and out of the premises.
- ✿ Any staff member leaving the Hotel Establishment should be temperature checked before S/He is allowed back on the premises.

Transfers:

- ✿ Hotel Establishment needs to increase shuttle trips to accommodate physical distancing within the buses, proper physical distancing must be ensured throughout the bus and seating should be spread within the vehicles. On each row only one person can sit and shall be seated on opposite corners. Sanitization bottles should be available in the buses for staff use.
- ✿ Masks should be worn throughout the transfer, gloves are optional, rather the practice of good hand hygiene should be encouraged.
- ✿ All vehicles must be sanitized before and after staff use the vehicles.

3. Human Capabilities - Hotel Employee

Staff accommodation and labor camps should follow the below guidelines:

- ✳ Thermal detection devices to continuously measure the temperature of staff. Entry and exit of the accommodation controlled by a competent and a qualified employee.
- ✳ Provide adequate control over the entrance and exits of the accommodation and entry of non-employees into the accommodation to be prevented.
- ✳ Maintain the safe separation and physical distancing between employees inside the housing facilities and common areas.
- ✳ Increase the cleaning and sanitization of surfaces in direct contact with the employees. Examples are: bathrooms, showers and wash basins, dining tables and chairs, kitchen and cooking accessories, rooms, furniture and all indoor handles, prayer rooms, control devices (i.e.: television, ac, lighting), ladder handles and railing, gym equipment, seats and tables in training rooms and entertainment rooms.
- ✳ Hand sanitizers and hand washing facilities should be widely available throughout the accommodation.

3.4. Dining

- ✳ Staff canteen buffet food service can be provided (for UAE with special permit from Food Safety Department)
 - Food must only be provided to staff
 - Entry is controlled to keep the numbers low.
 - Physical distancing of the Staff Canteen is to be respected (2 meters)
- ✳ Remove/ stop all water fountains and water dispensers in the hotel; only bottled water to be provided
- ✳ Arrange the timing of meal breaks to reduce the number of people sharing a space/room
- ✳ Stop/ de-activate all Electric hand dryers, only disposable paper towels to be provided.
- ✳ Office staff to follow rules and regulations of local authorities.

3.5. Staff Handling of Covid 19 Cases/ Tested COVID19- Positive:

If an employee is COVID19- positive at work:

- Contact the Sharjah Health Authority (SHA) and follow the instructions from SHA for the management of the ill person.
- After contacting SHA, contact the Response Team in Food Safety Department via the hotline number.
- Move the ill employee away from work and other employees to prevent transmission to others. If possible, find an isolated office space that is well ventilated with closable doors. Make arrangements to shift the employee out of the work area as soon as possible.
- While they wait for medical advice or to be sent home, they should avoid any contact with other employees. They should avoid touching people, surfaces, and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket and then dispose of the tissue in a bin with a lid. If they do not have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom while waiting for medical assistance, they should use a separate bathroom, if available.
- Close the access to the specific food as non- food areas that the employee was in contact with and follow the protocols for cleaning and disinfection. Contact the cleaning and disinfection companies that have been specifically approved by Municipality to disinfect the premises that have confirmed cases of COVID19-.
- Identify any other employee who has been in close contact with the ill person at work and instruct them to stay on home quarantine for 14 days (from the last day of contact with the ill person).
- Staff who have not had close contact with the original confirmed case should continue taking the usual precautions and attend work as usual. Organizing employees into small teams or workgroups will help to minimize disruption to workforce in the event of an employee reporting sick with symptoms of COVID19-.

4. Hotel Establishment Section

4.1. Valet parking

Valet parking service operators should comply with the following:

- Workers must wear gloves and (medical or fabric three layers) masks at all times.
- Wearing protective face shield if coming in direct contact with customers/guests.
- Changing gloves and sanitizing hands after every car valet service is mandatory.
- Use of disposable covers for the seats and steering wheels.
- Under mandatory temperature screening for staff before starting work, and staff showing symptoms must be refrained from coming to work, and if his/her temperature of over 37.5 degree shall not be allowed in the facility.
- Regular cleaning and disinfecting the operated parking facilities, equipment, cars common surfaces.
- Each valet station to have sanitizing wipes that are used to wipe down the steering wheel, gear stick and any other surface touched (e.g. key fob) before handing over the car.
- Valet attendant to keep the AC on for some time before delivering the car back to the guests (while keeping the doors and windows open) to achieve right amount of fresh air/air circulation.
- Valet attendant can use strong fans or sanitization equipment to sanitize the car before delivering it to the guests.
- Promote smart payments solutions.
- Hand to be sanitized before & after handling credit card machines.
- Educate staff on maintaining personal health & safety and premise hygiene.

4.2. Concierge

- Porters to wear gloves and face masks.
- Guests are requested to self-carry their luggage / trolleys and carts can be provided. Porter service is to be reduced.
- Luggage handles are to be cleaned/ disinfected by hotel porters when guest enters the hotel.
- Luggage screening devices need to be regularly disinfected after luggage has been scanned (conveyor belt especially)

4.3. Hotel Entrance

- Sanitization stations should be placed at the all entrances of the hotel establishment
- Dedicated separate doors for entry & exit
- Guests and Staff are encouraged to use electric doors rather than manual doors to reduce contact and possible contamination. In the case where non- electrical doors must be used, increased frequency of cleaning must be carried out on the door handles.
- In-house restaurant entrances must be maintained with limited waiting to avoid crowding at entrances
- Guests/ customers will only be granted access with proper face mask (to be highlighted during booking procedure and at entrance sign).
- Display a prominently placed entry sign that states:
"Welcome to the [name of Hotel]. Our primary responsibility at this time is to protect the health and safety of our guests. Hotel staff shall be checking your health status, including the taking of your temperature, before you may enter the Hotel. If you have an elevated temperature, presenting with other symptoms or are otherwise not feeling well we may refuse your entry and advise that you seek the advice of local health authorities."

4. Hotel Establishment Section

4.4. Hotel Entrance Health Check

- ✿ All individuals entering the hotel establishments must be temperature checked before being allowed to enter the premises. (Note: temperature above 37.5 C is usually considered as fever; symptoms could show at lower temperatures.)
- ✿ Screen symptoms include; fever, cough, runny nose, sore throat, headache, shortness of breath, body/muscle aches, loss of smell and taste, fatigue, diarrhea and nausea.
- ✿ In the case of any suspected cases, where the individual is showing symptoms but is not in a critical condition, the hotel should directly contact the Ministry of Health on 11111-800.
- ✿ In the case of a critical situation (i.e.: individual has breathing constraints) the hotel should directly contact the National Ambulance on 998.

4.5. Front Desk & Lobby

- Reception desk staff, if possible, should not be older or with underlying health conditions (Older staff or those with underlying health concerns should be provided with safe alternative and /or solo tasks instead so they are kept employed and busy without loss of income). Reception desk staff must take all necessary precautions, including physical distancing.
- Official, up-to-date information should be available about travel to and from countries or areas where COVID19- is spreading.
- Reception Desk staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID19-. The latest definition of suspected case of COVID19- can be found on WHO website.
- The Reception Desk should have telephone numbers immediately to hand; of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.
- The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.
- Partitions at front desks to provide an extra level of precaution for guests and associates.
- Floor markings must be installed in lobbies/ reception areas and staff must guide customers accordingly.

4.6. Check-in & Check-out

- Physical distancing marks should be visible at check-in/ out counters
- Welcome towels not to be used during this period
- Welcome drinks glasses to be removed immediately after use taken directly to the dishwashing department for processing and disinfection. Serving trays to be deep cleaned.
- Each staff member at the Reception Desk to wear face mask and practise good hand hygiene (Regularly washing or disinfecting hands thoroughly).
- Customers that arrive for check-in must be handed a set of (hotel provided) disposable gloves and advised that these gloves are to be used until the guest has arrived in the room and during the Check-in process.
- Plexiglas barriers between staff & guests at front desk are recommended to be installed as extra protection for staff members. Spacing for exchanging forms / keys / money / credit cards is to be provided in the barrier.
- No pens & other work tools are to be shared between staff
- If possible, guests to self-scan passport with required details.
- Registration form to be completed electronically or on paper. Customer to use their own writing instrument preferably. If hotel provides then customer is to retain writing instrument (ballpoint). Electronic device to be disinfected after usage.
- Key wallet and Electronic key to be disinfected and handed to customer by staff member.
- Payment by cash or credit card; CC machines to be wiped after every transaction/ contactless payment is to be promoted.

4. Hotel Establishment Section

4.7. Hotel Guest Elevators

- Occupancy to not exceed %30 of total allowed capacity, dependent on space.
- Hotel establishments to provide items that can be picked by the guests, used to press the button and then disposed of at every lift entrance in addition to inside the lift. The items provided should be separated from each other in order to allow guests to pick one item without touch the other items. Disposable bags, baskets or bins need to be placed in order for guests to immediately dispose of them after usage.
- Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.
- Staff are not to use guest elevators.

4.8. Guest Room & Bathroom

- If concierge service provided, all delivery items and luggage must be sanitized before sent to the rooms.
- Rooms need to be sanitized before any guests are checked into the room.
- All room amenities must be sanitized before placed in the rooms.
- In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols.
- All non-essential items to be removed from rooms: magazines, folders, remote control holders, pens, note pads. Slippers to be placed in all rooms. Bathrobes can remain.
- Guest Room TV to display information page with all Covid19- related rules and regulations to be followed in the hotel.
- Used guest amenities are to be discarded. Unused sealed guest amenities are to be removed/ boxed and stored for 30 days before re-using is considered. Dry guest amenities to be removed from bathroom.

4.9. Guestroom Minibar

- All items placed in the minibars must be sanitized before being placed in the rooms.
- Mini Bar to be thoroughly cleaned and disinfected after Guest Check-out as part of the normal Room Cleaning procedure

4.10. Quarantine Room

- Every guest that has a body temperature of or higher than 37.5 Degrees Celsius, is escorted to a designated holding room in close proximity of the main entrance
- Following two failed temperature checks, the Health Authorities must be alerted in line with local Covid19- rules and regulations. If the person wants to leave the hotel immediately this will be allowed. Hotel should try to obtain person's ID and contact details. All ID and contact details of this person must be recorded and forwarded to the General Manager.
- Disclaimer and procedure notification board is to be visibly placed at all hotel entrances and during the booking process. THE MAIN PURPOSE FOR THE HOTEL IS TO GRANT ACCESS AND VERIFY POSSIBLY INFECTED PATRONS. HOTEL CANNOT DETAIN PEOPLE OR TAKE THE ROLE OF HEALTH AUTHORITIES.
- Those hotels that do not perform temperature checks for persons entering the hotel; must still keep an isolation room for patrons who exhibit symptoms, (sneezing, coughing, and visible fever) until the Health Authorities provide guidance on what to do with them.

4. Hotel Establishment Section

4.11. Public Spaces & Communal Areas

- All newspapers, magazines and brochures are to be removed from all the hotel establishments.
- In-house menus or any other important documents should be provided digitally and / or through QR codes. Can be printed on simple paper and disposed of after the guest is finished with using it if necessary.
- Furniture to be removed or re-arranged to allow more space for distancing
- Public seating to be positioned as to respect the -2meter distance rule
- Floor markings to be installed

4.12. In-house Restaurants

- All outlets can allow up to %70 of total outlet occupancy, dependent on physical distancing spacing.
- Outside guests are allowed into the outlets as long as the capacity remains at %70 and the guests are checked before entering the establishment premises.
- Seated waiting areas should be closed. Waiting areas should be clearly marked with physical distancing floor markings. Physical distancing should be applied with seating arrangements.
- It is recommended not to have buffets or live cooking stations, and only serve through ala-carte.
- In the case that the buffet is a must, then specific hotel staff need to serve the guests where the guests will not use any of the serving cutlery. Moreover, physical distancing should be taken into consideration if guests queue at buffet stations. In the case of live cooking stations, guests are only allowed to order and a hotel employee is to serve the food to the table when ready, guests must not wait at the cooking station.
- All seats and tables need to be sanitized after each guest use.
- Tableware disinfecting is mandatory, outlets can use disposable or non-reusable tableware (cutlery, plates, cups only) and paper napkins if necessary. In the interests of sustainability the use of single use items is discouraged.
- Food seasoning and condiments such as salt, pepper, sugar, ketchup and mustard must be given out in sachets and not reusable containers,
- All menus provided digitally (cleaned after each use) or to be switched to simple paper menus that will be disposed after guest use.
- Bill folders are not to be used during this period.
- Smart payment machines are to be sanitized before and after being presented to any guests.
- Food and drink covers must be placed on all dishes and cups that are being delivered to guests at any location from the kitchen.

4.13. Executive Lounges

- ✿ Executive Lounge Operation can take place as long as the capacity of the lounge has been adjusted to %30 and respecting the Physical Distancing of 2 meters between tables; maximum 4 persons at one table (family members only)
- ✿ Maximum duration of 2 hours in the lounge.
- ✿ No Buffet service, only A-La-Carte service to be provided.
- ✿ Disposable menu or digital menu to be provided only
- ✿ Newspapers and magazines are all to be removed and digital reader options are to be provided (if available).

4.14. Prayer Rooms & Ablution Facilities

- Facilities should be open only for the prayer time, with %30 capacity only.
- In-house guests to be referred back to their rooms for prayer.

4. Hotel Establishment Section

4.15. Food & Beverages – Contactless Room Service

- Room service will be specially packaged and delivered right to the door without contact.
- Room service is allowed. Tableware disinfecting is mandatory, outlets can use disposable or non-reusable tableware (cutlery, plates, cups only) and paper napkins if necessary. In the interests of sustainability, the use of single use items is discouraged.
- Trolleys to be sanitized before and after entering guestrooms. Any food additives such as salt, pepper and sugar must be given out in sachets and not re-useable containers.
- Customer must call for tray collection or Room Service will call and collect tray after maximum 2 hours; customers are advised not to place used trays / trolleys outside the room. Tray Out procedure is to be informed by staff and upon order taking and to be rigidly enforced. No used trays are to be stored in pantries; all used trays are to be collected by staff wearing masks and transported immediately and directly to the dishwashing department for processing and disinfection. Trays/ utensils/ condiments to be deep cleaned. Table cloths to be laundered and NOT to be re-used.
- Outside ordering of Food and or Beverages into the hotel is strictly discouraged / customers need to pick up any orders themselves from the entrance of the hotel.

4.16. Pool & Beaches

- Pools & beaches within the premises should be opened to hotel guests and members.
- All guests wishing to use these facilities must be temperature checked before being allowed access.
- When possible, up to 70% of total capacity allowed in each facility.
- Physical distancing of seating should be carried out.
- **F&B can be served at these facilities following the below:**
- Tableware disinfecting is mandatory, outlets can use disposable or non-reusable tableware (cutlery, plates, cups only) and paper napkins if necessary. In the interests of sustainability, the use of single use items is discouraged.
- Trolleys or food trays to be sanitized before and after guest use.
- Any food additives such as salt, pepper and sugar must be given out in sachets and not reusable containers.
- Food and drink covers must be placed on dishes and cups that are being delivered to guests at any location from the kitchen. All menus to be provided digitally (cleaned after each use) or switched to simple paper menus that will be disposed after guest use.
- Life Guards to wear Face Masks. All Life Guard equipment to be sanitized prior shift start and / or after usage. Outside showers can be used and operated. One person at a time. Changing rooms to remain closed.
- Sunbeds and loungers are to be positioned with 2 meters of distance; double lounge set up is allowed only for family members.
- Toweling is placed on lounge/ sunbed and lounge/ sunbed is disinfected and cleaned prior to a customer being allowed to use it. A clear color coded notification is to be placed on the sunbed/ lounge to indicate that the sunbed/ lounge is ready for occupation (RED = not ready GREEN = ready). Sunbeds/ loungers are to be assigned by staff members only (access control)
- Swimming pool water to be treated daily by a professional outsourced company. Crowd management control is to be strictly enforced by hotel management.

4.17. Recreational Spa Centres

- o Spa and Massage/ Sauna/ Steam rooms/ Jacuzzi's and changing rooms are to remain closed



4. Hotel Establishment Section

4.18. Salons

- * Salons are allowed to open based on appointment bookings only.
- * No waiting area to be opened or used.
- * All newspapers, magazines and brochures are to be removed.
- * Staff and guests must be temperature checked before entering the premises of the facilities.
- * Physical distancing measures should be taken into account.
- * All seats and tables need to be sanitized after each guest use.

4.19. Gym Facilities

- * Facilities may open for hotel guests and members.
- * Appointment bookings must apply, with no gatherings at facility reception.
- * No external walk-ins allowed.
- * Temperature checks must be taken for all staff and guests before entering the facilities.
- * Facilities to allow only %30 of total capacity.
- * Cleaners should be present at all times to sanitize the equipment before and after every guest usage.

4.20. Sports & Entertainment Facilities

- * All other facilities must remain closed until further notice.

4.21. Children Playrooms & Playgrounds

- * All children's playrooms and playgrounds must remain closed until further notice.

4.22. Guest Transportation

- * If guests are to be transported by cars organized by the Hotel Establishments; the maximum number of people in the car is 3 (including driver).
- * If guests are to be transported by buses, one person to sit in each row and individuals must sit on opposite corners of the row. Sanitization bottles should be available in the buses for guest use.
- * Masks should be worn throughout the transfer, gloves are optional.
- * All vehicles must be sanitized before passengers use the vehicles.

4. Hotel Establishment Section

4.23. Meeting & Convention Spaces

- * Meeting and function halls should not exceed 30% of the total capacity.
- * All meeting rooms to be set up, respecting the Physical Distancing guidelines of the respective country but minimum 2 meters between every delegate.
- * guidelines of the respective country but minimum 2 meters between every delegate.
- * Temperature tests must be carried out for all individuals before entering the meeting or function rooms.
- * F&B may be served to clients upon their request in plated style only and not buffet style. Tableware disinfecting is mandatory, disposable or non-reusable tableware (cutlery, plates, cups only) and paper napkins can be used if necessary. In the interests of sustainability, the use of single use items is discouraged.
- * Any food additives such as salt, pepper and sugar must be given out in sachets and not reusable containers. Food and drink covers must be placed on all dishes and cups that are being delivered to guests at any location from the kitchen.
- * Disinfecting hand gel dispensers to be placed on meeting tables and on walls with sufficient tissue boxes. Pedal operated waste bins to be placed inside meeting rooms and in pre-function areas.
- * Covid-19 rules and regulations of the hotel to be placed in printed version or on the meeting TV screen and on the outside digital screens. Regional Marketing team will provide guidance.
- * All non-essential meeting items to be removed from the meeting tables (note pads, pens, pencils, sweets, blotters etc.) these shall be provided upon request.
- * IT/ AV technical assistance can be provided by Hotel Staff member; staff members are to wear face masks, this should be provided remotely only.
- * No weddings / no entertainment / no celebrations / ONLY business meetings are allowed.

4.24. Business Centres:

- * Guests must make a booking to use the business centres.
- * Proper cleaning shall be performed before and after usage of the business centre
- * Business centres should not exceed 30% of their total capacity.
- * There shall be an allotted time between the business centre bookings.

4.25. Smoking Room:

- * There should be a deep cleaning & usage of air filter
- * High air circulation within the room
- * There should be space between people using the smoking room

5. Communication with Government Authorities:

- National Emergency Crisis and Disaster Management Authority

Web link - <https://www.ncema.gov.ae/>

Contact details : 024177000, 024177056, 0502133011

- Ministry of Health & Prevention

Web link - <https://www.mohap.gov.ae/en/Pages/default.aspx>

Contact details – 065722222

- Ministry of Human Resources & Emiratization

Web link - <https://www.mohre.gov.ae/en/home.aspx>

Contact details : 80060

- Sharjah Economic Development Department

Web link - <https://sedd.ae/en/web/sedd/home>

Contact details : 065122222, 80080000

- Sharjah Police

Web link - <https://www.shjpolice.gov.ae/>

Contact details : 901

- Sharjah City Municipality

Web link- www.shjmun.gov.ae

Contact details: 993

- Khorfakkan Municipality

Web link- www.shjmun.gov.ae

Contact details: 993/ 800 80 000

- SCTDA – Tourism Standard Department

Web link - <https://sharjahtourism.ae/en-us/>

Contact details : 065566777

This guide will be updated based on developments in coordination with the relevant authorities



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Additional appendix to the guidelines issued by the
National Emergency Crisis and Disaster Management Authority



✳ 1.1 Personal Protection Equipment

- Single-use personal protective equipment (such as blankets, gloves, masks, etc.) should be treated as hazardous waste and put in red protective bags
- Employees must inform the direct supervisor about the damaged protective equipment to be replaced immediately. This includes cracking, crusting, puncture, tearing, or any other form of damage.

✳ 1.3 Physical Spacing

- Ensure that signs are available in Arabic and a number of different languages reminding and urging visitors to practice physical distancing.
- It is advised that a red sign is hung at the front door of hotel facilities indicating the maximum number of customers allowed, or any other similar measure that indicates the allowed limit.
- Disable all touch screens within the hotel facility.

✳ 1.4 Monitor employee and guest health

- Guests or employees with flu symptoms are prohibited from entering the hotel facilities. For in-room guests who show symptoms, they are not allowed to leave the room until all medical examinations are completed.
- All visitors are required to always wear masks. In the event of non-compliance, these visitors to be barred from entering the hotel property.

✳ 1.4 Employee Safety

- All employees of the hotel establishment should undergo Covid -19 testing during current operations or prior to reopening and confirm test results. In the event of cases with positive results, the establishment management must carry out all necessary procedures, including reporting to and coordinating with all relevant authorities.
- Identify employees who are over the age of 50 and those who have underlying health conditions - such as high blood pressure, diabetes, respiratory disease and immune system diseases to provide special care that ensures they are not exposed to any potential risks. Older staff or those with underlying health concerns should be provided with safe alternative and /or solo tasks instead so they are kept employed and busy without loss of income.
- Keep internal doors in the facility open where possible to reduce unnecessary touching of handles.
- Assign personal work tools to employees.

✳ 2.4 Goods Delivery

- Sterile solution to be sprayed daily in all workspaces after the end of official working hours.
- Ensure that all facilities are cleaned and sterilized after official working hours.
- Check the courier temperature.

✳ 2.6 Clean and Sterilize guest rooms

- The rooms must be allocated to guests at a specific time, as it must be 24 hours after one guest leaves the room before it is handed over to another guest.
- Daily cleaning of vacuum cleaner bags and other cleaning supplies.
- Clean and sterilize rooms before entry of new guest.

✳ 2.6.2 General cleaning and sterilization protocols

- Trash cans with pedals and plastic bags inside them must be provided in all public spaces / bathrooms / meeting rooms / restaurants / outdoor spaces. The trash cans must be emptied periodically.
- Chemical cleaners used for sterilization must be accredited by the concerned government department or by the US Environmental Protection Agency.
- Sterilization must be carried out on a regular and continuous basis, including tables, surfaces and chairs, using sterilizers containing 70% isopropyl alcohol or 60% ethyl alcohol after each customer leaves, and ensuring that disposable tableware is used.
- Follow appropriate pest control systems periodically and it should be recorded.

✳ 2.7 Restaurants and Cafes

- Determine the maximum time allowed for visiting facilities and clearly inform guests of time allowance.
- A specific area must be allocated to collect external requests.
- Allow business lounges to work as long as a commitment is made to maintain a physical distance of 2.5 meters between tables, and allow only a maximum of 4 people to sit at the same table for a period of 3 hours.
- Encourage guests to use the smart payment card as a preferred method to avoid transmission while placing hand sanitizers in places of payment where cash may be handled.
- Ensure that restaurants and cafes comply with the requirements of Sharjah Municipality.

✳ 2.8 Clothes Washing / Laundry

- All employees must wear appropriate personal protective equipment at all times and change it periodically when needed.
- Adequate amount of PPE must be guaranteed at all times.
- Single-use personal protective equipment (such as blankets, gloves, masks, etc.) should be treated as hazardous waste and placed in protective red bags.
- Colleagues must inform the direct supervisor about damaged protective equipment including cracking, scaling, puncture, tearing, or any form of damage. Damaged protective equipment must be replaced immediately.
- All areas should be disinfected daily and sprayed with sterile solution after the end of official working hours.

✳ 3. Clothes for Employees

- Soap packages, sterilizers, tissue paper, toilets, taps and similar others must be checked several times daily and replaced or repaired immediately in case of breakage.
- Provide trash cans with pedals
- Record and document all sterilization and cleaning procedures performed, stating the type of sterilization used.

✳ 4.1 Guest Transfer services and Valet Parking

- Sterile solution to be sprayed daily in all operating areas after daily working hours.

✳ 4.3 Main entrance, lobby, reception and waiting lounges in hotel facilities

- Warning and warning labels against the Coronavirus in Arabic and several languages must be placed prominently in the hotel lobby.
- Sterile solutions must be sprayed daily in all operating areas after the end of official working hours.

✿ 4.5 Reception Offices

- Point of sale, phones, tablets, keyboards, room cards, encoders and pens must be sterilized after each use.
- The registration process should be completed electronically or on paper. It is recommended that customers use their own tools for writing or keep hotel provided writing tools (such as a pen) and electronic devices be sterilized after use.
- There must be 2-meter spacing within offices and operation of one of each reception counter in line with the physical spacing policy.
- Encourage the use of digital invoices instead of paper (electronic check-in and quick check-out).
- Sterile solution must be sprayed daily in all operating areas after daily working hours.

✿ 4.5 Reception Desks and Concierge Services

- Customer employees are encouraged to use frictionless electronic payment technologies, ensuring that credit card readers are sterilized after each transaction.
- Bag scanners must be sterilized regularly after use.
- Doorkeepers must be provided with the appropriate personal protective equipment.

✿ 4.7 Elevators

- Display elevator usage rules in all elevator lounges.
- The elevators for people with special needs should not be occupied by more than two people at a time.
- Sterile solution must be sprayed daily in all workspaces after the end of official working hours.

✿ 4.11 Washrooms

- Periodically check the availability of sterilizing materials, soaps, and single-use toilet paper dispensers, and replace immediately.
- Pedal trash cans with a plastic bag that is replaced regularly must be installed.
- Turn off all alternative washing basins and put up signs indicating they are out of service.
- Turn off the electric hand & hair dryers.
- Sterile wipes must be placed in all the toilet areas.
- Cleaning staff must constantly check and clean the bathrooms
- All operating areas must be sterilized with sterile solution after working hours daily and it should be recorded.

✿ 4.14 Prayer rooms

- Individual prayer rugs must be provided for both hotel guests and employees.
- Prayer rugs should be sterilized after each use.

✿ 4.16 Swimming Pools

- Hand sanitizers to be provided in various places within the pool areas.
- The pool water should be treated with chemicals in compliance with the requirements of Sharjah Municipality.
- Swimming pool users are recommended to place a towel on the sun bed to prevent transmission of perspiration, personal sun cream and similar other.
- Ensure that all facilities are cleaned and sterilized after the official working hours.
- Rescue staff to be provided with a first aid kit containing a resuscitation mask, mouth to mouth resuscitation should be avoided and other methods used.
- Display instructions for visitors at arrival.
- Preventing direct contact between swimmers.

✳ 4.16 Beaches

- Swimming and beach activities are permitted
- Beach users are recommended to place a towel on the sun bed to prevent transmission of perspiration, personal sun cream and similar other.
- Hand sanitizers to be provided at various locations on the beach.
- Ensure that all facilities are cleaned and sterilized after the official working hours.
- Floors must be marked clearly with physical spacing of 2 meters in order to organize queues, including in bathrooms.
- Rescue staff to be provided with a first aid kit containing a resuscitation mask, mouth to mouth resuscitation should be avoided and other methods used.
- Display instructions for visitors on arrival.
- Direct visitors to avoid contact with people outside their group.
- Prevent direct contact between swimmers.

✳ 4.19 Health Clubs

- Red sign to be displayed on the front door indicating the maximum number of guests allowed inside at a time / or follow similar alternative procedures to clarify the level of visitor accommodation.
- Floors must be marked clearly with physical spacing of 2 meters in order to organize queues, including in bathrooms.
- All visitors must bring their own towels.
- Ensure that cleaning workers are present to conduct periodic cleaning and sterilization operations within the facility while visitors are present.
- Encourage guests to use the smart payment card as a preferred method to avoid transmission while placing hand sanitizers in places of payment where cash may be handled.
- All workspaces must be sprayed with sterile solution after the end of official working hours.
- Provide instructions for visitors upon their arrival.

✳ 4.23 Meeting Facilities

- Place trash cans with pedals in meeting rooms and at reception lounges.
- Sterile solution to be sprayed daily in all workspaces after the end of official working hours.

✳ **Note: The Precautionary Operating Instructions for hotel establishments in Sharjah during the Covid19- period - these are important points that must be followed and are in addition to those points covered by the first edition of the instructions issued by the Authority. *Note: Each hotel establishment is requested to keep an operation record, as explained earlier, which can be reviewed by the relevant authorities.**