ATTACHMENT 13
HOTELS, MOTELS, AND COMMERCIAL LODGING ESTABLISHMENTS

For the safe reopening of lodging and accommodations, it is important that employers and employees respect the myriad of protective measures to ensure the comfort and safety of guests and staff.

A. Operations Requirements

1. All establishments must comply with the applicable attachments to Emergency Order 20-12, as it relates to the specific uses within the hotel, motel, or other commercial lodging establishment.

2. Ballrooms and other function spaces must remain closed.

3. Guests must wear facial coverings in check-in areas, elevators, and all other common spaces, but not in rented rooms. The facial covering requirements applicable to the specific use areas (such as restaurants and fitness centers) shall be required in the specific use areas.

4. Establishments must impose capacity limits for common areas to adhere to the 6 feet social distancing requirements.

5. Maintain records of guest registration, staff work assignments, and facility usage for a minimum of 90 days to enable contact tracing. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes/files.

6. Create a page on your website or blog that outlines what you are doing to clean, sanitize and disinfect, and otherwise keep guests safe.

B. Check-in/Check-out

1. Areas in front of the reception desk must be marked to ensure guests maintain physical distancing while waiting.

2. Social distancing requirements must be posted at all elevator access points. Areas in front of the first-floor elevator access points must be marked to ensure guests maintain physical distancing while waiting.

3. The number of guests on elevators must be limited to maintain social distancing requirements, unless all of the users are from the same household.

4. Hand sanitizer must be available to guests at the front desk.

5. When possible, guests should check-in and check-out online. When possible, email guest checkout forms to avoid contact via paper forms.

6. Consider providing an "amenities bag" with hand sanitizer, masks, and/or gloves, and a fact sheet with COVID-19 awareness information for your establishment at

check-in. All establishments must provide local COVID-19 guidance for guests. Broward County has a dedicated webpage that includes local information at broward.org/coronavirus. If the establishment is pet friendly, CDC guidance must be provided to guests regarding COVID-19 and animals.

7. Consider installing physical barriers such as plexiglass at customer interface points such as the front desk and valet stand.

8. Clearly designated entrances and exits should be used to maintain social distancing, if possible.

C. Food Services

1. Dine-in restaurants must operate consistent with Emergency Order 20-12, **Attachment 2**.

2. Room service: Employees delivering and collecting items served to a room must wear gloves and masks. Food delivery to rooms must be done in a contactless method (such as room service to guests' doors).

3. Encourage guests to utilize pick-up for restaurant orders.

D. Amenities

1. Gyms and Fitness Centers

   a) If a gym or fitness center cannot comply with the requirements of **Attachment 14** to this Emergency Order, gyms and fitness centers must remain closed.

   b) Any operating gym or fitness center must adhere to the rules outlined in **Attachment 14** to this Emergency Order.

2. Pools

   a) All pools that cannot comply with the requirements of **Attachment 12** to Emergency Order 20-12 must remain closed.

   b) Any operating pool must adhere to the requirements of Emergency Order 20-12, **Attachment 12**.

3. Beachfronts

   a) All beachfront establishments must comply with **Attachment 1** of this Emergency Order.

4. Other Outdoor Recreation

   a) All outdoor recreation areas on hotel property are permitted to operate only in accordance with the applicable portions of Emergency Order 20-12 (for example, boating and marine activities

must comply with Attachment 9, golf courses must comply with Attachment 10, and so forth).

5. Personal Care Services

   a) Any spa or salon services must comply with the requirements of Emergency Order 20-12, **Attachment 4**.

6. Bellhop and Valet Service

   a) Bellhop staff and Valets must wear single use gloves and a facial covering while performing the requested service and must sanitize their hands before and after performing the requested service.

   b) Valet parking should be restricted only to guests with placards or plates for disabled parking or who otherwise need assistance.

   c) Luggage should be delivered either before or after guests arrive to their room and avoid traveling with guests to their rooms.

7. Courtesy Shuttles

   a) Courtesy shuttles must sanitize high-touch points of the shuttle after each trip, deep clean the vehicle on a daily basis, and ensure compliance with physical distancing requirements by limiting capacity of the vehicle consistent with the CDC Guidelines. People in the same household are not required to comply with the social distancing requirements.

   b) All persons within the courtesy shuttle must wear a facial covering.

8. Laundry Service

   a) Laundry must be washed in accordance with CDC guidelines (https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html).

   b) Dirty linens must be bagged in guest rooms to eliminate unnecessary contact.

9. Business Centers

   a) Business center capacity must be limited to 50% maximum occupancy.

   b) All persons in business centers must wear a facial covering.

   c) Sanitizing wipes must be made available to guests to sanitize technology, equipment, office supplies, and workspaces prior to their use.

   d) This area must be cleaned as frequently as other public spaces and communal areas.

e) A staff member must monitor the business center to ensure compliance with these requirements.

f) Technology and other machines must be appropriately spaced to allow for at least 6 feet of social distancing.

g) There should be separate places designated for clean and for used writing utensils.

E. Sanitation and Safety Requirements

1. Public Spaces and Communal Areas

a) All Department of Business and Professional Regulation (DBPR) sanitation guidelines must be followed, including Florida Administrative Code Section 61C-3.001, Sanitation and Safety Requirements.

b) High-touch front services spaces and equipment, including keys, property management systems, bell desks, luggage storerooms, luggage belts, bell carts, etc., must be sanitized frequently and no less than hourly.

c) HVAC air filters should be cleaned or replaced monthly to maximize clean air.

d) Sanitation and safety efforts should comply with Emergency Order 20-12, **Attachment 1**.

2. Guest Rooms

a) Guest rooms must be deep cleaned after guest check-out in accordance with the CDC-recommended cleaning procedures https://cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html.

b) Staff must wear facial coverings and gloves when cleaning.

c) After a room has been cleaned, guest rooms may not be entered by any person until the next guest arrives.

d) A tent card that explains the heightened cleaning procedures must be placed in every guest room, particularly related to high-touch areas, when possible.

e) For the duration of the guest stay, guest room housekeeping must be limited or by-request.

f) The number of amenity items provided in the guest room (e.g., coffee stations, extra pillows, pens, robes, single-serve beverages) should be limited. Consider providing these amenities on demand in order

to reduce the number of touch points and cleaning/sanitation demands of the room, when possible. Offer written services (e.g., magazines, guest service directory, mini bars) electronically on the guest room screen or send to guest mobile phone.