



Tips for Staying in Lodging Facilities During COVID-19

September 14, 2020

The following Tip sheet was developed by the San Francisco Department of Public Health for use by Guests staying at Lodging Facilities and will be posted at <http://www.sfdcp.org>. This Tip sheet may change as information is updated.

Please Note: Travel increases your chance of getting and spreading COVID-19. Staying home is the best way to protect yourself and others from COVID-19. You can get COVID-19 during your travels. You may feel well and not have any symptoms, but you can still spread COVID-19 to others. You and your travel companions (including children) may spread COVID-19 to other people including your family, friends, and community for 14 days after you were exposed to the virus.

Don't travel if you are sick or if you have been around someone with COVID-19 in the past 14 days.
Don't travel with someone who is sick.

COVID-19 Information

How Does COVID-19 Spread?

The virus that causes COVID-19 spreads from person to person, mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).

The more closely a person interacts with others and the longer that interaction, the higher the risk of COVID-19 spread. In addition, it may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

COVID-19 Prevention

- **Wash your hands often with soap and water.** If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- **Maintain Social Distancing and Avoid Close Contact.** To the greatest extent, maintain 6 feet of social distancing between yourself and the people who don't live in your household.
- **Wear a Face Covering.** Cover your mouth and nose with a mask in public settings and when around people who don't live in your household.
- Routinely **clean and disinfect** frequently touched surfaces.
- **Monitor Your Health Daily.** Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. Contact your doctor or [get tested](#) if you develop symptoms.

Guidance for All Guests at Lodging Facilities

Before Your Stay

- Review your Lodging Facility's mechanisms for remote check-in, mobile room key, and contactless



payment options that would minimize your contact with others.

- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc.
- Consider bringing your own non-essentials including pens, papers, drinks, etc.
- Review any COVID-19 policies that the Lodging Facility may have. Your facility has may have modified the availability of housekeeping services and may have removed frequently touched items such as TV remotes from your room. Many amenities such as indoor dining, indoor swimming, or self-serve coffee will not be available.

During Your Stay

- Follow all signage . The Lodging Facility may have markers on the floors to help you maintain social distancing, some hallways may be marked for one-way travel, and elevators will have rider limits.
- No visitors. Because the risk of infection rises when members of different households share space, you are strongly encouraged to stay in your room or accommodations with only members of your household. For the same reasons, you must not use your accommodations to entertain visitors who are not household members with your group.
- Consider taking the stairs. Otherwise wait to use the elevator until you can either ride alone or only with people from your household.
- Minimize use of areas that may lead to close contact with other people as much as possible. like outside patios, outdoor pools, outdoor hot tubs, and salons.
- Request contactless delivery for any room service order. If you ask for items to be brought to your room, ask that they be left at the door to avoid your exposure to others outside of your household.
- Minimize what you touch while staying in your room, especially areas that may be hard to clean such as inside the refrigerator, upholstered furniture, etc.
- If lodging with children, ensure that your children stay close to you and that they avoid touching any other person(s) or any item that does not belong to them. Children over the age of 5 are required to wear face coverings in San Francisco.
- Daily Housekeeping/Cleaning Service: All Guests should consider the increased risk of virus transmission when cleaning staff and Guests are breathing and touching surfaces in the same room– even when cleaning staff and Guests are not in the room at the same time.
 - Many to most COVID-19 positive individuals never show symptoms, so housekeeping staff must treat each room as if the Guest is COVID-19 positive. Asking for daily cleaning increases the risk of community transmission because housekeeping staff enter multiple environments inhabited by potentially COVID-19 positive individuals.
 - If you request Daily room cleaning, to minimize the risk of transmission for you and housekeeping staff, housekeeping staff will not begin cleaning until you have left the room, and you will not be able to return to your room until the housekeeping staff has completed your Daily room cleaning request. Cleaning service may take extra time because staff must take precautions against the spread of COVID-19 with enhanced safety and cleaning.



At the End of Your Stay

- Place anything that you will be leaving behind in the garbage or trash bins. This includes removing and disposing of any food items that may have been left in the refrigerator, freezer, and pantry.
- Open windows for as long as you can to help ventilate the room before cleaning staff must enter, unless weather or safety does not permit. If available, make sure your AC/heating unit is on to exhaust air from the room and provide fresh outdoor air.
- Ask for remote check-out that does not require you to be around others.

Additional Considerations for Guests if you are Isolating or Quarantining in a Lodging Facility

In addition to the guidance for all guests above, anyone who is isolating or quarantining in a Lodging Facility because they have COVID-19 symptoms, tested positive, or have been in Close Contact with someone who is positive (that is, if you answered yes to one of the screening questions) should take additional measures to make their stay safer.

Before and During Your Stay

- Plan for how you will stay entertained and feel supported while you stay away from people until your isolation/quarantine period ends.
- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc. so that you do not have to leave your room for the period of your isolation/quarantine.
- **No Daily Housekeeping Service.** You must not ask for room cleaning unless there is an emergency, to avoid exposing cleaning staff to possible infection.

Resources

Useful COVID-19 resource from San Francisco:

- [San Francisco Department of Public Health \(SFDPH\) COVID-19 Guidance: www.sfdph.org/covid19](http://www.sfdph.org/covid19)
- [City and County of San Francisco COVID-19 Information: sf.gov/covid](http://sf.gov/covid)

The San Francisco Department of Public Health thanks you for your help in keeping yourself, your family, and your community safe amid the COVID-19 crisis.