



# Travel Industry re-opening best practices

## Travel Industry and Best Practices for Re-Opening

These best practices were developed based on U.S. Travel Association, Centers of Disease Control Prevention, The White House, American Hotel & Lodging Association, American Alliance of Museums and State of Oregon guidelines.

As Oregon's counties plan to reopen, it is important for our industry to inspire confidence in visitors by prioritizing their health and safety.

With guidance from the organizations mentioned above, we have compiled key practices that travel industry businesses need to implement. It is important to note that guidance may evolve and be updated as we enter different phases of reopening with advice from health experts and the government.

### **all businesses should:**

- Maintain social distancing of six feet and determine the maximum occupancy and limit, accordingly. Use signs to encourage distancing.
  - Post clear signs listing COVID-19 symptoms and other pertinent information.
  - Review information about how COVID-19 is spread from one person to another; through coughing, sneezing, touching, or via objects touched by someone with the virus.
  - Post signage regarding cleaning protocols and practices.
  - Sick staff should stay home.
  - Employees should frequently wash their hands with soap and water. When soap and water is not an option, use hand sanitizer.
  - Reinforce that meticulous hand hygiene (frequent and proper handwashing) is of utmost importance for all employees.
- Ensure that soap and water or alcohol-based (60-95%) hand sanitizer is provided in the workplace. Consider staging additional hand washing facilities and hand sanitizer for employees (and customer use, if applicable) in and around the workplace.
- Limit the exchange of cash and wash hands thoroughly after each transaction. Credit/debit transactions or other electronic means of payment are preferred, using touch/swipe/no signature technology.
  - Regularly disinfect commonly touched surfaces (workstations, payment devices, keyboards, telephones, handrails, doorknobs, etc.), as well as high traffic areas and perform other environmental cleaning.
  - Determine whether or not your employees should wear masks.

## retail

### Requirements:

- Maintain social distancing of six feet and determine the maximum occupancy and limit, accordingly, use signs to encourage distancing.
- Post clear signs listing COVID-19 symptoms and other information.
- Frequently clean and sanitize work areas: surfaces, doorknobs, seating areas

### Not required but highly encouraged:

- Consider plastic or glass barriers in front of counters or other places where maintaining six feet distance is more difficult.

- Encourage one-way flow of foot traffic in the store.
- Use signs or tape on the floor to indicate physical distancing.
- Prohibit trying on items that are worn on the face (masks, scarves, headbands).
- If fitting rooms are re-opened, customers should wash or sanitize their hands before trying on items.
- When processing returns, employees should wash or sanitize their hands before handling items.
- Consider offering options to order ahead or pick up options.

## restaurants, bars, breweries, brewpubs, wineries, tasting rooms and distilleries

### Requirements:

- Determine the maximum occupancy and limit the number of customers accordingly
- Space tables at least six feet apart, configure the seating to comply with distancing requirements.
- Remove or restrict seating if the tables cannot be six feet apart.
- For back to back booths, only use every other booth.
- Limit parties to 10 people or fewer, do not combine parties or guests who have not chosen to dine together.
- All employees must use meticulous hand hygiene.
- While cleaning or disinfecting, employees must wear gloves.
- No bare-hand contact with food is permitted.
- End all on-site consumption of food and drinks at 10pm.
- Prohibit customer self-service operations.
- Disinfect everything at the table between each dining party.
- Provide condiments in single service packets or container. If not possible, disinfect each container between each dining party in a way that does not contaminate the food product.
- No preset tables with tableware

- Prohibit counter and bar seating unless six feet is maintained; counter ordering is acceptable as long as six feet is maintained during the ordering process – signs should be posted to ensure customers meet requirements.
- Use signs or tape on the floor to indicate physical distancing.
- Frequently disinfect all common areas and touch points, including payment devices
- Use single-use menus, clean between customers (laminated), post online or on a whiteboard menu to avoid multiple contact points
- Prohibit karaoke machines, pool tables and bowling

### Not required but highly encouraged:

- Designate a greeter or host to manage customer flow and ensure distancing in line, ordering and near the doorways.
- Consider assigning the same employee to each party for entire experience (service, bussing of tables, payment).
- Assign employee(s) to monitor customer access to common areas such as restrooms to ensure that customers do not congregate.
- Encourage reservations or calling in advance to confirm seating capacity.

## **museums**

- Develop a phased timeline and plan for reopening.
- See sample reopening plans on [aam-us.org](http://aam-us.org).
- Connect with other museums for consistency and possible supply sharing.
- Restrict group visits or special events.
- Ensure you have adequate supplies to support healthy hygiene for staff and visitors.
- Encourage online ticket sales only, if this is an option.
- Provide digital materials and guides.
- Regulate interactive pieces.

## **outdoor recreation**

Requirements:

- Ensure all parks and facilities are ready to operate and equipment is in good condition.
- Prohibit parties (10 or fewer people) from gathering in parking lots for beyond time needed to get items out of their car.
- Reinforce the importance of maintaining six feet of physical distance between parties.
- Prohibit contact sports (football, soccer, basketball).

- Thoroughly clean restrooms at least twice a day and ensure adequate sanitary supplies.

Not required but highly encouraged:

- Consider opening loop trails in a one-way direction.
- Encourage the public to visit recreation sites close to home.
- Encourage visitors to bring their own food, water bottles and hygiene supplies.
- Encourage the public to recreate with their own household members rather than their extended social circles.

**personal services** (barber shops, hair salons, esthetician practices, medical spas, facial spas, day spas, non-medical massage therapy services, nail salons, tanning salons, and tattoo/piercing parlors)

Requirements:

- Contact clients prior to appointments to ask a series of health screening questions. [sharingsystems.dhsoha.state.or.us/DHSForms/Served/le2342F.pdf](http://sharingsystems.dhsoha.state.or.us/DHSForms/Served/le2342F.pdf)
- Keep client records of contact information, date and time of their appointment. This information will be used by public health if there is a contact tracing investigation.

Not required but highly encouraged:

- Consider using touchless thermometers to check temperatures of clients.
- Clean stations thoroughly between each client.

- For clients with a fever, reschedule at least 72 hours after the fever has subsided.
- Have clients wait in their car or outside before their appointment.
- Use a clean cape with each client, if applicable.
- Wear a clean smock with each client.
- For services that require close contact, use medical grade masks.
- Wear disposable gloves and change with each client.

## office workplaces

- Consider modifying employee schedules and travel to reduce physical contact.
- Identify positions appropriate for telework or partial telework.
- Stagger or rotate work schedules.
- Limit non-essential work travel.
- Restrict use of any shared items or equipment and disinfect between uses.
- Restrict non-essential meetings and conduct meetings virtually as much as possible.
- Develop an action plan consistent with federal and state guidance if an employee develops symptoms while in the workplace or tests positive for COVID-19.

## hotels & lodging

- Display signage regarding cleaning protocols and practices in main areas.
- If possible, promote touchless or mobile check-in and mobile key.
- Social distancing in the lobby and eating areas - use floor markings to indicate 6 feet apart.
- Sanitize share equipment (pen) at the front desk after each use.
- Avoid touching credit cards or identification cards of guests.
- The front desk should be sanitized between guests.
- Offer disinfectant wipes for luggage.
- Provide hand sanitizer in main areas of the hotel.
- Allow more time for rooms to be vacant before cleaning (e.g. 24-72 hours).
- Use correct cleaning products for bedroom and bathroom.
- Sanitize all items in the room.
- Housekeeping should sanitize carts every day.
- Offer breakfast options with more pre-packaged breakfast items or items using covers or lids.
- Sanitize and clean in between each guest in the dining area.
- Offer hand sanitizing stations in main areas.
- All restaurant or lounge areas should comply with the State of Oregon guidelines.
- All staff should wear clean uniforms each day.
- Contact a manager immediately if someone is exhibiting signs of COVID-19.
- Meeting and convention spaces should allow room for physical distancing of 6 feet.

For more information and comprehensive guidelines and requirements, see our list of sources below.

Sources:

[https://www.ustravel.org/sites/default/files/media\\_root/document/HealthandSafetyGuidance.pdf?utm\\_source=MagnetMail&utm\\_medium=email&utm\\_content=5%2E4%2E20%2DPress%2DProtocolsRelease&utm\\_campaign=pr](https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf?utm_source=MagnetMail&utm_medium=email&utm_content=5%2E4%2E20%2DPress%2DProtocolsRelease&utm_campaign=pr)

<https://www.ahla.com/sites/default/files/Safe%20Stay%20Guidelines.pdf>

<https://www.whitehouse.gov/openingamerica/>

[https://govstatus.egov.com/OR-OHA-COVID-19?gclid=CjwKCAjw5lj2BRBdEiwA0Frc9Wlu1IINQnQkTKg-3Bow4BC8DIq12aPVANOKEDPDFDTouFGbbgzeOhoCuxsQAvD\\_BwE](https://govstatus.egov.com/OR-OHA-COVID-19?gclid=CjwKCAjw5lj2BRBdEiwA0Frc9Wlu1IINQnQkTKg-3Bow4BC8DIq12aPVANOKEDPDFDTouFGbbgzeOhoCuxsQAvD_BwE)

<https://www.aam-us.org/programs/about-museums/preparing-to-reopen/>

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