

**GOVERNMENT OF ANDHRA PRADESH
ABSTRACT**

YAT&C (Tourism) Dept., - Containment, Control and Prevention of COVID-19 – The Epidemic Disease Act, 1897- Disaster Management Act, 2005 – Safety and Hygienic Guidelines for the operation of Hospitality Units (Hotels, Restaurants, Home Stays and essential Amenities) – Orders – Issued.

YOUTH ADVANCEMENT, TOURISM AND CULTURE (T) DEPARTMENT

G.O.RT.No. 123

**Dated: 08-06-2020
Read the following:**

1. Order for reopening of Hotels, Restaurants and other hospitality services issued by Ministry of Home Affairs, Government of India vide Order No.40-3/2020-DM-I(A) dated:30.05.2020
2. G.O.Rt.No.280, HM&FW (B2) Dept., Dt: 31.5.2020.
3. SOPs for operation of Hotels, Restaurants and other hospitality services issued by Ministry of Health & Family Welfare, government of India vide Order No.Z.28015/19/2020-EMR(Pt.) dated:04.06.2020
4. Order for Lockdown extension till 30th June, 2020 in the State of Andhra Pradesh – Implementation of Standard Operating Procedures (SOPs) issued by Health, Medical & Family Welfare Department, Government Of Andhra Pradesh vide Order No.G.O.Rt.No.288 dated 05.06.2020.
5. Draft COVID-19 Safety and Hygiene Guidelines for Tourism Sector dated May, 2020 prepared by Ministry of Tourism, Government of India.
6. From Chief Executive Officer, Andhra Pradesh Tourism Authority, Vijayawada. E-file.No.APTA-11026/2/2020-GAD-COT.

ORDER:

In the reference 1st read above, the Ministry of Home Affairs has issued orders under the Disaster Management Act, 2005 by extending the “Lockdown” in Containment Zones upto 30th June 2020 and to reopen certain activities in a phased manner in the areas outside of the containment zones. Subsequently, in the reference 2nd read above, Health Medical & Family Welfare, Government of AP have issued orders for implementation of orders of Ministry of Home Affairs.

2. In the reference 3rd read above, the Ministry of Health & Family Welfare has issued Standard Operating Procedures (SOPs) to follow after 8th June 2020. Subsequently in the reference 4th read above, Health Medical & Family Welfare, Government of AP have issued orders instructing all the District Collectors, Joint Collectors, Commissioners of Police, Superintendents of Police, DM&HOs, Municipal Commissioners, Sub-Collectors, RDOs, MROs and MPDOs to implement the Standard Operating Procedures (SOPs) for the following activities with effect from 08.06.2020:

PTO

::2::

- i. Religious places / places of worship for public
- ii. Hotels / Restaurants and other hospitality services
- iii. Shopping Malls

3. In the reference 5th read above, Ministry of Tourism, Government of India have issued Draft Covid-19 Safety and Hygienic Guidelines for Tourism Sector. Subsequently Andhra Pradesh Tourism Authority have prepared Draft Guidelines for the operation of Hospitality Units (Hotels, Restaurants, Home Stays and essential Amenities)

4. Government after careful examination of the matter hereby issue Safety and Hygienic Guidelines for the operation of Hospitality Units (Hotels, Restaurants, Home Stays and essential Amenities) as annexed to this G.O, to prevent the spread of COVID-19 . These include all guidelines issued vide reference 2nd read above.

5. The Chief Executive Officer, Andhra Pradesh Tourism Authority, Vijayawada shall take further necessary action to implement the guidelines annexure to this G.O scrupulously.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**RAJAT BHARGAVA
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To

The Chief Executive Officer, Andhra Pradesh Tourism Authority, Vijayawada

Copy to:

The Managing Director, Andhra Pradesh Tourism Development Corporation Limited,
Vijayawada

The Chief Executive Officer, Bhavani Island Tourism Corporation, Vijayawada

PS to Additional Secretary to CM

PS to Chief Secretary, AP Secretariat

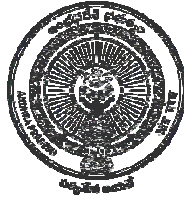
PS to Special Chief Secretary to HM&FW Department, AP Secretariat

//FORWARDED: : BY ORDER//

SECTION OFFICER

ANNEXURE

COVID-19 Safety and Hygiene Guidelines for Tourism Sector (Hospitality Units)



June 2020

Andhra Pradesh Tourism Department

Government of Andhra Pradesh

COVID-19 Safety and Hygiene Guidelines for Tourism Sector

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1. Introduction

1.1. Background

Given the current COVID outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible touch points between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavours to make the traceability of the guests easier, in case a situation in future warrants so.

1.2. Applicability

These guidelines shall be strictly complied with, by all the hotels, resorts, restaurants and other hospitality establishments in the state.

2. General Safety Guidelines for Hotels and Restaurants

- a) Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19.
- b) Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 2m (6 ft) and avoiding anyone who is coughing or sneezing.
- c) Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection to be done after exchanging objects (money, credit cards) with guests.
- d) Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.
- e) Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- f) Spitting shall be strictly prohibited.
- g) Installation and use of Aarogya Setu app shall be advised to all.

- h) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel / Restaurant management to advise accordingly.
- i) They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel / Restaurant management to facilitate work from home wherever feasible.

2.1. Employee Hygiene and Safety

- (i) Do not compromise on Social Distancing.
- (ii) Request staff to remain at home under medical supervision, in case they are sick and have any symptoms of flu.
- (iii) Alternate methods to be devised for staff to mark attendance at the hotel / restaurant; could use QR code method.
- (iv) Temperature check for all employee on clocking into the premises of the hotel / restaurant.
- (v) Encourage the administration staff to work from home wherever possible to reduce assembling of people. Limit number of people who are not required e.g Drivers, helpers etc.
- (vi) Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people. Prohibit sharing of lockers or uniform or any common item such as pens etc.
- (vii) Promote staff to use their own vehicle for transport rather than depending on public/hotel transport. Provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- (viii) Uniform exchange daily should be the norm. Uniforms will need to be sanitized properly; steam press or heat iron can be used
- (ix) Staff will be given PPE kits as part of the uniform across all departments.
 - Good quality disposable Hand Gloves (Fresh gloves to be used for every new guest)
 - Three layered masks with synthetic outer layer/ N 95 masks.
 - Long gowns, eye goggles or face shield
 - PPEs should be discarded in a plastic bag, sealed and labelled as infectious waste.
- (x) Staff meals should be planned in such a manner that social distancing norms could be maintained.
- (xi) management should conduct sensitization classes for staff on upgraded hygiene standards; they can also have visiting faculty to update staff on standards
- (xii) Employees must be well-informed about all COVID related operating SOPs.

2.2. Protocol for handling suspected & COVID positive cases

- a) Place the ill person in a room or area where they are isolated from others.
- b) Provide a mask/face cover till such time he/she is examined by a doctor.
- c) Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- d) A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e) Disinfection of the premises to be taken up if the person is found positive.

3. Pre-opening Protocol for Hotels

3.1. Establishing a Management Team (Rapid Response Team)

- a) Appoint a management team headed by “Rapid Response Leader”, ideally an officer from the higher management or a specially appointed officer and “Rapid Response officers” from each and every operational departments. The appointed Management team (Rapid response team) should strictly follow these guidelines in consultation with other directions, which may be issued from various authorities in connection with COVID-19.
- b) The Rapid Response team should obtain necessary training and instructions from the Concerned Authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests and all the other stakeholders to enhance the preparedness.
- c) The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties in the operation. And the team should update the entire staff when necessary as a result of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.
- d) Team should frequently evaluate, identify gaps, and adjust in accordance to ensure the practicality and make sure the consistent continuation and be alert on unusual and notable incidents. The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

3.2. Communication and Training

- a) Communication to be circulated among staff through the head of departments (Rapid Response team) to make sure the flow of correct and pre-defined information on any

incident that may arise in the future, precautionary measures or any other related information are communicated effectively to guests and all the other stakeholders to make sure the consistency of the alignment.

- b) The team should promote key messages for the staff and guests by using various information tools:
 - (i) Promoting of hand washing
 - (ii) Respiratory hygiene
 - (iii) Basic Hygiene practices
 - (iv) Contact information of key staff personnel
 - (v) Emergency Telephone numbers
- c) The units will put up awareness posters at appropriate places, Do's and Don'ts for Guests posters inside the rooms, and other activities for staff and guest awareness.

Posters should be displayed at various location for information and awareness:

- (i) Emergency helpline numbers - At the reception
 - (ii) 2 m (6 feet) - Reception & other strategic places
 - (iii) General Information - Reception
 - (iv) Hand Washing - Reception & Inside the room
 - (v) Respiratory hygiene - Reception & Inside the room
 - (vi) Dos & Don'ts – At all appropriate places
- d) The management must train all categories of staff of the critical importance of these procedures and a drill regarding the same must be put in place

3.3. Availability of COVID related amenities

Below mentioned amenities must be available at the property apart from regular hotel amenities:

- a) Must Have
 - (i) Hand Sanitizers
 - (ii) Masks
 - (iii) Garbage Bags
 - (iv) Chemicals for Deep cleaning
 - (v) Thermal Gun
 - (vi) Hand gloves

- b) Good to have
 - (i) Gowns/Aprons

4. Operational Guidelines for Hotels

4.1. General Guidelines

Following general guidelines must be observed by all concerned:

- a) All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.
- b) All hotel staff and guests must always maintain safe distance of at least 2m (6 feet) while at the property.
- c) All hotels must have markings, in the form of circles, to manage queues and ensure social distancing at lobby entrance, reception, etc.
- d) To ensure that all hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained. Ground ops/ team to train the staff on this.
- e) A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available (wherever applicable).
- f) Only asymptomatic staff and guests shall be allowed.
- g) All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks have to be worn at all times inside the hotel.
- h) Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- i) Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- j) Valet parking, if available, shall be operational with operating staff wearing face covers/masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- k) Preferably separate entry and exits for guests, staff and goods/supplies shall be organized.

- l) Daily Temperature to be checked with a thermal gun thermometer for all staff, every guest, vendors or anyone else entering the premises. The temperature check must be performed every time a person enters the premises.
- m) All the staff to wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
- n) Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- o) Guests to avoid using lifts and use the staircase instead. In case lift is being used, social distancing should be followed.
- p) Visitors to the hotels should not be allowed.
- q) CCTV cameras must be fully functional.
- r) All touch points (like doorknobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . It is advised to use Sodium Hypochlorite 1%/solution having at least 70% alcohol should be used to clean these touch points after every use.
- s) Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.
- t) Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- u) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24 – 30C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- v) Valet parking if done – proper sanitation of outside, inside, doors, steering wheel and dashboard may be done after every use.

4.2. Do's and Don'ts for the guest

- (i) Do not step out of the room unnecessarily. Wear a mask whenever outside the room.
- (ii) Clothes should not be washed inside the room.

- (iii) In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other room's guests.
- (iv) No visitors should be allowed in the rooms.
- (v) Doors should be kept closed and any unnecessary contact with the doorknobs should be avoided.
- (vi) Kitchen and washing area entry must be prohibited for guests.
- (vii) Always keep a safe distance of at least 2 m (6 feet) while you are at the property.
- (viii) Wash your hands frequently with the soaps/sanitizers provided.
- (ix) Put all disposable plates/cups/bottles after use in the garbage bag.

4.3. Do's and Don'ts for hotel staff

- (i) Hotel staff should follow restricted movement (only in cases of work) around rooms
- (ii) Hotel staff are advised to maintain minimum 2 m (6 ft) distance with the guests and other staff members at all times
- (iii) Hotel staff should sanitize/wash their hands regularly
- (iv) Hotel staff should adhere to zero touch policy.
- (v) All hotel staff should wear masks all the time.

4.4. Check-in Protocol for guests

- a) Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.
- b) Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- c) Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out. Interaction at reception with guests should be avoided as much as possible.
- d) Luggage should be disinfected before sending the luggage to rooms.
- e) Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- f) Details of the guest (Travel history, medical condition etc.) along with ID and Self declaration form must be provided by the guest at the reception (for now).
- g) ArogyaSetu app survey will be recommended to all guests.
- h) Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- i) Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- j) Proper records of any symptom such as cough/cold/fever should be maintained

- k) Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.
- l) Guests should be briefed about the do's & don'ts while at the hotel.
- m) Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.

4.5. During Check-in (if guest is sneezing or coughing)

- a) Do not deny Check-in
- b) Maintain a safe distance of 6 feet from the guest.
- c) Encourage guests to sanitize their hands/ wash hands with soap.
- d) Offer medical assistance to the guest.
- e) Keep a watch over the health condition of the guest (call him / her on the extension and check his / her well-being, offer medical assistance)
- f) Deep clean the reception areas with a disinfectant.

If Illness persists

- a) Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- b) Linen and other items must be washed separately.
- c) Call the Corona helpline number
- d) In case suspected guests flee/ not traceable, inform the police immediately.
- e) In case any guest has symptoms pertaining to Covid -19 virus like cough, cold, fever, breathing difficulty etc., following safeguard measures are required to be adopted:
 - (i) Immediately provide surgical mask to the guest.
 - (ii) Check guest travel history to affected area or contact with affected person
 - (iii) Provide hand sanitizer, and advice the guest to stay in the room (surgical mask should be worn by the guest at all times)
 - (iv) Ensure the staff is always wearing masks while interacting with the guests.
 - (v) Ensure the person does not come in contact with others. Ask them to maintain a distance of at least 1m from other people
 - (vi) Maintain empathy with the guest / guests. Ensure guest is sent back to their room.
 - (vii) Immediately inform the nearest medical facility (hospital/clinic) Ensure that the guest is taken to the nearest medical facility

4.6. Room service

- a) Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.
- b) Toiletries should be kept in the room 1 Kit per day.
- c) In case of consumables replenishment, guests should inform the property manager/GRE.
- d) Reception no., Property Manager's mobile no & other important contact details must be available in the room.
- e) Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.
- f) Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
- g) Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- h) In case the kitchen is not present on the property, the hotel operator/ owner should continue to get meal supplies from existing vendors.
- i) It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.
- j) Staff should be trained for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.
- k) Rooms to be audited for Repair & Maintenance after checkout.
- l) Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue
- m) Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.
- n) Sufficient linen to be mandatorily available at the property
- o) Housekeeping staff should use masks and hand gloves while handling used linen and should be kept in a separate place.
- p) Laundry services must continue in an existing manner.

4.7. Room & common area cleaning and Garbage Disposal

- a) Guest recommendations will be taken for cleaning, daily cleaning with an option for the guest to opt out.
- b) Linen should be changed as per the request by the existing guest. But certainly to be changed for a new guest.

- c) In case deep or normal cleaning, housekeeping staff must wear masks before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.
- d) In case of room cleaning after checkout, process outlined should be used.
- e) Housekeeping Staff must wear masks or PPE (wherever applicable) while clean/deep cleaning the room.
- f) Each guest bathrooms may be equipped with WC –brush set.
- g) Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.
- h) PPE's like gloves, masks etc. to be segregated / disposed separately by marking it as "infectious waste".

Area/Item	Item/Equipment	Frequency	Method/procedure
General Cleaning	R2 / Detergent & Warm Water, Disinfectant	Minimum twice a day	<ul style="list-style-type: none"> Scrub floors with hot water & detergent using minimal water Clean with plain water Allow to dry & mop with disinfectant
Lockers, Tables, Cupboards, Wardrobes	Damp Duster with Disinfectant	Daily	<ul style="list-style-type: none"> Damp dust with regular disinfectants
Railings	Detergent / Sanitizer-hot water, Disinfectant	Minimum twice a day	<ul style="list-style-type: none"> Damp dust with warm water & detergent followed by disinfection
Mirrors & Glass	Warm water / Detergent water / Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> Using warm water & a small quantity of detergent & using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror & glass to a clean dry finish.
Furniture & Fittings	Disinfectant, Duster	Daily and / or after every new guest	<ul style="list-style-type: none"> Using disinfectant damp dust Furniture & fittings, including chairs, stools, beds, tables etc.
Light Switches / Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> Light switches to be cleaned of dust, spots & finger marks, clean with a damp cloth. Over bed lighting to be damp dusted, clean with damp cloth.
Toilet Pot / Commode	R1 / Soap powder, Long handle angular brush	Whenever Required	<ul style="list-style-type: none"> Inside Of toilet pot/commode Scrub with the R1/soap powder & angular brush Clean with R1/soap powder &

			scrubber
Toilet Floor / Sink	R1 / Soap powder, scrubbing brush	Whenever Required	<ul style="list-style-type: none"> • Scrub with soap powder & the scrubbing brush • Wash with water
Taps & Fittings / Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever Required	<ul style="list-style-type: none"> • Wipe over taps & fittings with a damp cloth & detergent • Care should be taken to clean the underside of taps & fittings

4.8. Checkout Protocol

- Guests should inform at the reception an hour before the check out.
- Guests should only check out once he / she is confirmed by the reception.
- Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- Post check Out rooms to be cleaned and clean linen and towel to be provided.
- Linen must be changed after every checkout and for longer stays as per the request by the guest.

4.9. Protocol to have additional information about the guests

The accommodation units are advised to devise a new information system/format (including but not limited to the below listed items) and keep the same in an easily accessible form.

- Date
- Name
- Age
- Sex
- Mob number
- Email id
- Nationality
- Permanent address
- Coming from (with details of destination and route)
- Going to (with details of destination and route)
- Arrival date and time
- Departure date and time
- Room no./ Floor no.
- Signature
- Purpose of the visit

- (xvi) Check out time
- (xvii) Valid ID proof
- (xviii) Logs of transaction
- (xix) Travel history
- (xx) Self-declaration form

Self-Declaration by the Guest

Date:

Hotel Name:

Guest Name:

Accompanying guests pax nos Adults: Children:

Have any of you resided at or visited any of the COVID affected areas (containment zones) in the last 14 days – If yes, please give details

Do you have flu or fever or dry cough or tiredness – if yes, please give details:

Have you been briefed about the dos and don'ts by the hotel staff (Y/N)?

Have you been offered sanitizer and face mask (Y/N)?

I hereby declare that the information stated above is true to the best of my knowledge.

Signature of the guest

5. Operational Guidelines for Restaurants

5.1. General Operational Guidelines

- a) Every restaurant must have markings, in the form of circles or crosses, to manage queues and crowd, and to ensure social distancing at entrance, reception, waiting area, etc.
- b) Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer. Instead it may be kept on a counter from where the customer can find it.
- c) The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing every home delivery and on return.
- d) Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- e) Only asymptomatic staff and patrons shall be allowed.
- f) All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks have to be worn at all times inside the restaurant.
- g) Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- h) Staggering of patrons to be done, if possible.
- i) Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- j) Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- k) Valet parking, if available, shall be operational with operating staff wearing face covers/masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- l) Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- m) Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- n) Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- o) Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- p) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24 - 30 C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate. Door and windows may be frequently opened for intake of fresh air.

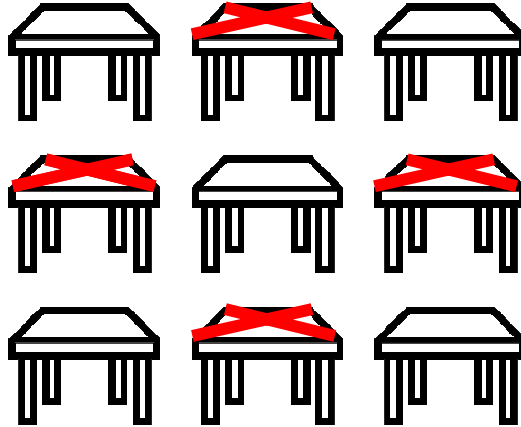
5.2. Guest Service

- (i) All guests are screened for any symptoms before entering the premises.
- (ii) The AarogyaSetu App status of those guests who are using the app may be checked. In case they are not using the app, they may be encouraged to install and use the app.
- (iii) No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc. The gate may preferably kept open.
- (iv) Guests should be encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.
- (v) Masks and gloves must be kept in spare for use of the guests at the reservation desk of the restaurant.
- (vi) Hand sanitizer (in bottles) must be placed at the entrance and other areas such as inside and outside the washrooms. And the guests must be reminded to sanitize their hands before entering and while leaving.
- (vii) Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas. Only designated staff to serve the food on a particular table.
- (viii) Menu may be kept to bare minimum and disposable menus may be used to reduce the contamination.
- (ix) Instead of cloth napkins good quality disposable paper napkins to be used. Do not keep many extra napkins, and extra napkins may be given on request. After every table is cleaned, new set of napkins to be used.
- (x) Use different types of warmers to keep the food and crockery on warm temperature.
- (xi) Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- (xii) Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- (xiii) In case tables are fixed, every alternate table may be marked with a cross (x) to be left unused.

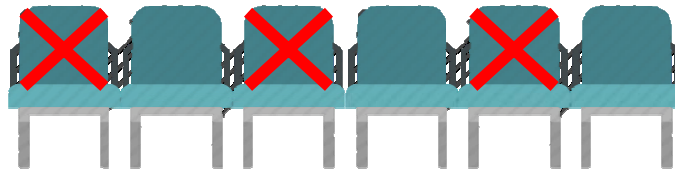
- (xiv) In case of continuous tables, the cross (x) may be marked after every seat, to be left unused.
- (xv) In case of fast food restaurants where
 - i. there are movable standing tables / or stands, the distance between the stands must be as per the norms.
 - ii. fixed stands, alternate stands may be marked with a cross (x)
- (xvi) In case of fast food joints delivering large volume of takeaways, 4-5 queues may be formed duly following social distancing norms and the number of delivery counters be increased.
- (xvii) Guests to be requested not to carry any item directly bought from outside like gifts etc. Guests to be requested to use safe and sanitized vehicles for travel.
- (xviii) Buffet service should be avoided and / or only minimum hot dishes may only be put, duly following social distancing norms. In case of buffet, only minimum service staff to serve the food.
- (xix) E-payments to be encouraged to avoid touching the debit/credit cards of guests. Cashiers to disinfect hands after every settlement thru cash or cards.

Illustrative Seating Plan in Restaurants

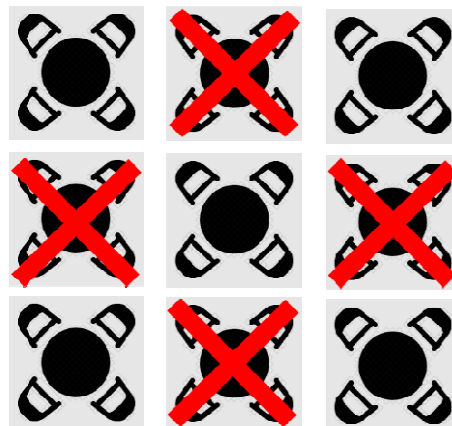
- a) For restaurants with fixed tables, mark the middle tables with a cross (x) as shown below, to be left unused.



- b) For fast food joints with bench / continuous tables, every alternate seat to be marked with a cross (x) as shown below, to be left unused.



- c) For fast food joints with round tables, every alternate table to be marked with a cross (x) as shown below, to be left unused.



5.3. Cleaning and Sanitation Norms for Restaurants

- (i) All touch points including doorknobs, handles, keys, chairs, operating panels, seats, covers, toolbox etc. requiring human touch should be sanitized after every use.
- (ii) Guest service areas shall be thoroughly cleaned and disinfected at least twice in a shift and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis. However, chair handles to be cleaned after every use.
- (iii) The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- (iv) The following areas in food establishments shall be cleaned with appropriate cleaning solution such as soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent) at least twice in a shift of 8 hours and after every shift.

Food preparation/ production area, stores, packaging area, service area, waste disposal area, office space, transport vehicle.

Toilets and washrooms should be sanitized after every use. Customers may be advised not to use toilets as far as possible.

- (v) Clean equipment, containers, utensils, cutlery, etc. thoroughly with cleaning solution and water. Use of hot water (above 60 C) is recommended. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.

High Touch Points	Method and Frequency
Elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.	Cleaned twice in every shift of 8 hours and after every shift by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite
Metallic surfaces like door handles, security locks, handles of baskets/carts, display racks (where bleach is not suitable)	70 % alcohol
Hand sanitizing stations at the entry and near high contact surfaces, including door handles	Sanitized after every use with 1% sodium hypochlorite

Toilets and Washrooms	<p>After every use of doorknobs / handles and twice totally in a shift of 8 hours, and after every shift.</p> <p>Using water and detergent, followed by 1% sodium hypochlorite.</p> <p>Sanitizer may be kept at the entrance and inside the washroom.</p>
Area of two meters around the person who has coughed.	Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution.
All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves.	Cleaned thoroughly before use & after use. Sanitize where required.

Equipment Cleaning

Step 1	Preparation	<ul style="list-style-type: none"> • Remove loose dirt and food particles. • Rinse with warm, potable water.
Step 2	Cleaning	<ul style="list-style-type: none"> • Wash with hot water (60 °C) and detergent. • Rinse with clean potable water.
Step 3	Sanitising	<ul style="list-style-type: none"> • Treat with very hot, clean, potable water (75°C) for at least 2 minutes.
Step 4	Air Drying	<ul style="list-style-type: none"> • Leave benches, counters and equipment to air dry. • The most hygienic way to dry equipment is in a draining rack. Open doors and windows frequently to get fresh air.

5.4. Food Transportation and Packaging

- (i) Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries /distribution.
- (ii) Drivers, loaders and other staff to maintain high standards of personal hygiene. Hand washing material and Sanitizer bottle to be fixed in driver cabin. Face covers to be worn at all times. Drivers to sanitize door handles, steering wheel, etc. every time he goes inside or outside the vehicle.
- (iii) Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention. Anyone displaying flu like symptoms to avoid handling / transporting / delivering food. They should avoid use of public toilets and crowded places during the breaks.

- (iv) If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
- (v) Cleaning, Sanitizing, Disinfection measures to be adopted to ensure that food packaging is kept clean and away from sources of contamination.

Corona Virus Average Retention Time	
On Copper	4 Hrs
On Aluminium	2-8 Hrs
On Cardboard	24 Hrs
On Stainless Steel	2-3 Days
On Plastics	2-3 Days
On Wood	4 Days
On Paper, Glass (upto)	5 Days
On Ceramics	5 Days
On Metal	5 Days

5.5. Kitchen/ Food Preparation Area

- (i) Operational kitchens must be sanitized at regular intervals.
- (ii) Review / Reduce / revise the speed of production lines considering social
- (iii) distancing.
- (iv) Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
- (v) Kitchens to plan social distancing (3 zones in kitchen: 1. Range Critical 2. Non- Range Critical 3. Pre-Preparation area). Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- (vi) Staff to wear PPEs like face masks, chef caps/net caps, face shield.
- (vii) Using 100ppm chlorine for nonveg and 50 ppm chlorine for veg items for sanitizing.
- (viii) Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- (ix) Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams.
- (x) Run limited menus and use disposable menu cards. The menus may be tweaked to include more options of cooked food rather than raw and cold food.

- (xi) Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect.
- (xii) Ensure all tools get sanitized after each use. It would be useful to use an Autoclave machine for all cooking equipment, ladles etc. Use disposable plates and cutlery as far as possible. Dispose these in bags marked "infectious items" after use.
- (xiii) Use a barrier such as tongs, gloves, or utensils to prevent direct hand contact with food.
- (xiv) No ready-to-eat food items shall be left open and shall be kept covered.
- (xv) Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- (xvi) When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
- (xvii) Cooked foods reach the proper internal temperatures prior to service or cooling.
 - a) Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
 - b) The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
- (xviii) Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- (xix) Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
 - a) Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
 - b) Keep hot foods hot by ensuring insulated cases are properly functioning
- (xx) Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- (xxi) All fast food and takeaways should be neatly wrapped and sealed. Minimum no. of people to do packing of takeaways or fast food.

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