Health Advice on Prevention of Coronavirus disease (COVID-19)  
for Hotel Industry  
(Interim)

I. Disease information

Please visit the following website for disease information, affected areas and updated information related to COVID-19:  

The Department of Health advises staff working in hotel industry should take the following precautionary measures at their workplaces to minimise the risk of contracting and spreading COVID-19.

II. Preventive measures

A. General Advice For Hotel Management

(a) Staff must wear a surgical mask at all times and maintain good personal hygiene. Avoid touching eyes, mouth and nose.

(b) Provide 70-80% alcohol-based handrub to guests in public areas and prepare adequate amount of surgical mask for use.

(c) Enhance cleaning and disinfection of the premises.

   (i) Cover porous materials and bedding with materials which can be cleaned and disinfected with diluted household bleach as far as possible, include facilities in common areas, pillows and mattress in guest rooms; use of wipeable covers for electronics / follow the manufacturer’s instructions for cleaning electronic products in guest rooms to facilitate environmental cleaning and disinfection.
(ii) Staff should wear work uniform and put on the appropriate personal protective equipment (PPE) based on risk assessment for cleaning and disinfection

- Surgical mask is always needed.
- Gloves are recommended if anticipating the environment is grossly contaminated. Hand hygiene needs to be performed after removing the gloves.
- Eye protection (goggles/face shield) is recommended if splashing is anticipated.
- The same work uniform should not be worn during meal break. The work uniform needs to be changed at least daily.

(iii) Frequency of cleaning and disinfection

- Clean and disinfect commonly touched areas e.g. lift buttons at least every two hourly during day time.
- Clean and disinfect common areas e.g. hotel lobby, common toilet at least twice daily.
- Clean and disinfect rooms according to the prevailing policy of the hotel and upon change of guest.

(iv) Agent for cleaning and disinfection

- Using 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15–30 minutes, and rinse with water and wipe dry.
- Follow the manufacturer’s instructions for disinfecting electronic products. If no manufacturer guidance is available, consider the use of alcohol-based wipes containing at least 70% alcohol.
- Steam cleaning is an effective alternative on carpets and furnishings. Curtain can be cleaned by laundering or by steam cleaning.

(v) Clean and disinfect rooms

- Perform hand hygiene and put on appropriate PPE before entering the room.
- Clean from higher area to lower area and from clean to dirty. For example, from bed to floor, from room to toilet, from water basin to bath tub to toilet bowl.
- Remove gloves and other personal protective equipment and
then perform hand hygiene upon leave the room.

- Thoroughness of cleaning and disinfection should be monitored by quality assurance measures.

(d) Maintain good ventilation of the premises
   (i) Ensure the room is well ventilated by maximizing fresh air intake.
   (ii) Change and clean the filter of the ventilation system regularly according to manufacturer recommendations.
   (iii) Ensure exhaust fans of toilets are in proper function.

(e) Ensure the drainage systems are in proper function. Pour about half a litre of water into each drain outlet (U-traps) before admitting new guests and once a week.

(f) Hotel management is advised to suspend any mass gathering or social activities in the hotel.

(g) Ensure social distancing measures
   (i) Regulate the number and flow of guests entering and departing from the hotel to ensure appropriate social distancing.
   (ii) Maintain social distancing at check-in / check-out counters.
   (iii) Limit the number of guests in guest room.

and to comply with latest social distancing measures as stipulated under relevant regulations under the Prevention and Control of Disease Ordinance (Cap. 599).

(h) For the catering service, without affecting the approved layout of the restaurant, allow sufficient distance between tables of at least 1.5 metres. Other measures that encourage social distancing can be considered, such as make takeaway an option, avoid table sharing and modify seating arrangements to reduce direct face-to-face encounter.

(i) Hotel management should always keep a list of guests who had stayed in the hotel, their period of stay (check-in and check-out dates), identification / passport number, age, sex, nationality, contact telephone number, for possible public health action in case the guest is confirmed to be infected with COVID-19.

(j) Encourage staff to complete the vaccination course. The Government is implementing a territory-wide COVID-19 Vaccination Programme for all Hong Kong residents. Please visit https://www.covidvaccine.gov.hk/en/ and https://booking.covidvaccine.gov.hk/forms/index.jsp

B. Advice Upon Check-in At Reception

(a) Staff must wear a surgical mask at all times. Maintain appropriate social distance (i.e. at least 1 metre apart) whenever practicable, and perform hand hygiene frequently. Staff should wear face shield if no effective physical barrier separating them from guests during check-in.

(b) Guests are reminded to wear mask and maintain good personal hygiene. 
Masks with exhalation valve or vent which allow exhaling air to escape are not allowed to be used due to the fact that exhaled air are unfiltered and may pose a risk to surrounding people if the wearer is infected with COVID-19 or other respiratory infectious diseases.

(c) Check the guests’ travel history in the past 14 days to ascertain travel history to the affected areas, and whether the guests are under compulsory quarantine in accordance with the Compulsory Quarantine of Persons Arriving at Hong Kong from Foreign Places Regulation (Cap. 599E) or Prevention and Control of Disease (Regulation of Cross-boundary Conveyances and Travellers) Regulation (Cap. 599H). Politely note down the quarantine period (which may differ from the requested period of stay at the hotel).

(d) Assign a designated lift for guests under quarantine if feasible, clean and disinfect the lift buttons and touched areas after use.

C. General Advice For Guests

(a) Advise to observe good personal hygiene, especially on hand hygiene and proper cough manners (Please refer to Annex I & Annex II).

(b) Guests are advised to maintain adequate social distancing

(c) Guests are advised not to share room with others not from the same household.

(d) Discourage visitors.

(e) Guests are advised to avoid gathering.

(f) Guests are advised not to share personal items with others.

(g) Guest(s) is/are advised to stay in the room if feeling unwell, wear a surgical mask, maintain good hand hygiene and call the hotel operator at once for arrangement of medical consultation.

(h) Guest(s) is/are advised not to take public transport if developed
respiratory symptoms.

(i) The hotel should facilitate the guest to seek medical care to help prevent the spread of infection.

D. General Advice For Guests and Managers of Hotels for Compulsory Quarantine

(a) To prevent the importation of COVID-19 cases and reduce contact between travelers from foreign countries and the local community, the Government fully implemented the Designated Quarantine Hotel Scheme and the Designated Transportation Scheme on 22 December 2020, requiring travelers from foreign countries to undergo compulsory quarantine at designated quarantine hotels.

(b) Guest(s) staying in hotel for compulsory quarantine must not leave the hotel room during the quarantine period without permission by authorized officer. Picking up meals at reception/restaurant and leaving the room is strictly forbidden.

(c) Visiting during the quarantine period is not allowed unless with the permission of an authorized officer.

(d) For parent / guardian / carer who has obtained the approval from the Department of Health to stay in the same hotel room (including inter-connecting room) with the guest(s) undergoing compulsory quarantine, the accompanying person is exposed to risk of infection and is required to sign an undertaking form, stating that he / she agrees not to leave the quarantine place until the end of the quarantine period. The Department of Health will liaise with the relevant hotel to arrange the logistics of signing the Undertaking Form (Annex III).

(e) In order to minimize the possible risk of infection or community transmission, only one caretaker will be allowed to enter and stay with the confinee in hotel room together until the end of quarantine period. During this period, no other caretaker could enter the concerned hotel room. Caretaker shall not be changed during the period of quarantine.

(f) Guest(s) under compulsory quarantine and those living with them have to check their body temperature twice daily and monitor their health condition. If they have fever or develop other symptoms, they have to inform the Centre for Health Protection about their health condition via dedicated hotline. After assessment, they will be sent to hospitals for treatment when necessary.
(g) Guest(s) should stay in single room with toilet: not to share room or toilet with others.

(h) Guest(s) should not bring food items from epidemic areas to designated hotel and put them in refrigerators. If it is deemed necessary to keep things in refrigerator e.g. medication, clean and disinfect the outer surfaces properly, put them in a sealed plastic container before putting into the refrigerator. If refrigerated items need to be brought out of the designated hotel, make sure the outer surface of the package has been disinfected properly.

(i) Guest(s) should properly wrap and dispose waste (e.g. disposable food container, cutlery, bowls and tissue) into garbage bag. Wash hands with liquid soap and water afterwards.

(j) Guest(s) who use a stepper, exercise bike, walking pad or treadmill need to install air purifier in the guest room to remove aerosol generated during exercise.

(k) Hotel management should not allow public to have access to the hotel premises, except for designated areas that have been properly segregated.

(l) In case there are areas / facilities e.g. restaurants or shops which have been granted permission to open to public, mechanisms should be in place to (i) completely segregate guests under compulsory quarantine from the public; (ii) have separate ventilation with no air mix; (iii) separate teams of hotel staff; (iv) no share of objects between these two types of areas / facilities without proper cleaning and disinfection.

(m) Hotel staff are advised to:

(i) Assign designated team to serve guests under compulsory quarantine. Staff working in the team should have separate eating area and changing room.

(ii) Minimise contact with the guests as far as possible; For example, use a trolley for the transportation of requested items including delivery of meal using meal box with cover, and place the trolley outside the guest room in the way that the guest could collect the meal box without leaving the room.

(iii) Wear surgical mask if they need to enter the room of the guests (and remind the guest wear a mask before entry); Maintain appropriate social distance (i.e. at least 1 metre apart) whenever practicable, and perform hand hygiene after leaving the room;
(iv) Staff should put on a surgical mask, disposable gown and gloves, and face shield if in contact with the symptomatic guest(s);

(v) Provide garbage bags for the guest to wrap their waste for collection;

(vi) Make spare linen available within the hotel room or provide linen for replacement upon request.

(vii) Provide guest with items (like household bleach) for cleaning and disinfection. The guest can consider to clean and disinfect the room and toilet with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15–30 minutes, and rinse with water and wipe dry. Bleach should be used with caution. Details about proper use of bleach and related video demonstration are available at: https://www.chp.gov.hk/en/static/100272.html

(viii) Staff should remind guest to pour about half a litre of water into each drain outlet (U-traps) once a week to prevent the trap from drying.

(ix) Staff should wear full PPE [surgical mask, gown, gloves, eye protection (goggles/face shield)] if staff is to clean and disinfect the guest room during the quarantine period with guests in the room. The PPE needs to be changed from room to room.

(x) Cleaning and disinfection of the refrigerator
Staff should put on adequate PPE and follow the steps below to clean and disinfect the refrigerator after leaving of guest(s):

1. Remove all the foods from the refrigerator and put them in a sealed bag before discarding into the garbage bag. Caution should be taken to avoid contaminating oneself or the environment.

2. Take out shelves, drawers and any other removable parts from the refrigerator. Wipe these items with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15 – 30 minutes, and rinse with water and wipe dry.

3. Wipe the inside of the empty refrigerator with 1 in 49 diluted household bleach, leave for 15 – 30 minutes, and then wipe
with a wet cloth followed by dry cloth.

4. Put the shelves, drawers, and other removable parts back to the refrigerator.

5. Remove PPE carefully. Wash hands with liquid soap and water afterwards.

E. For Guest with Respiratory Symptom(s)

(a) Advise the guest to seek medical care immediately.

(b) Before the guest could receive medical care:

(i) Advise the symptomatic guest to stay in his/her room and put on a surgical mask, while relocating any asymptomatic roommate(s) to another room.

(ii) Advise other asymptomatic guests travelling along with the symptomatic guest to stay in their own rooms as far as possible.

(iii) Open the windows of the rooms for better ventilation if possible.

(iv) Minimise contact among staff and the symptomatic guest, his / her roommates and other guests travelling along with the symptomatic guest as far as possible.

(c) Staff should put on a surgical mask, disposable gown and gloves, and face shield if in contact with the symptomatic guest, his/her roommate(s), or other guests travelling along with the symptomatic guest. Minimise contact with symptomatic guests as far as practicable.

(d) N95 respirators are generally not recommended for use by the general public in community settings as surgical mask can protect against COVID-19 which is mainly transmitted by droplet and contact route. Special training is required for proper wearing and removal of N95 respirator. Otherwise the infective risk due to inadequate protection and contamination may be increased.

(e) Disinfect all the surfaces that are potentially contaminated immediately with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15 – 30 minutes, and then rinse with water and wipe dry. The disinfection
should include any potentially contaminated installations, equipment or traffic pathways used by the symptomatic guest, such as elevator control panels and the lobby. Responsible staff should put on a surgical mask, disposable gown and gloves, and face shield.

(f) If the place is contaminated with blood, secretions, vomitus or excretions, disinfect with 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water), leave for 10 minutes, and then rinse with water and wipe dry.

III. Cleaning and Disinfection of Environment when a Confirmed Case of COVID-19 is Encountered

A. Cleaning staff would wear appropriate Personal Protective Equipment (PPE) including:

(a) Surgical mask
(b) Latex gloves
(c) Disposable gown
(d) Eye protection (goggles/face shield) and
(e) Cap (optional)

B. Enhanced Environmental Disinfection

(a) Disinfect all potentially contaminated surfaces or items by using 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15–30 minutes, and rinse with water and wipe dry.

(b) For carpets in hotel rooms accommodated by confirmed cases of COVID-19, remove visible soil on the carpet by absorbent, clean with detergent before performing disinfection. Perform disinfection by wiping with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), or use products that are suitable to disinfect the carpet, leave for 15–30 minutes,
and rinse with water and wipe dry. If carpet cannot withstand chlorine-releasing agents, steam cleaning can serve as an alternative. Carpets can be cleaned using a steam cleaner that achieves a minimum temperature of 71°C, follow manufacturer’s instructions when using the devices.

(c) After thorough cleaning, use of no-touch technologies such as ultraviolet radiation may have additional value in terminal disinfection. However, their effectiveness is influenced by thoroughness of cleaning to remove organic matter, type of materials to be disinfected and physical setting of the room. Manufacturer’s instructions should be followed when using these devices.

(d) Thoroughness of cleaning and disinfection should be monitored by quality assurance measures.

(e) Spraying or fogging of chemicals as a way to decontaminate environmental surfaces or disinfect the air are not recommended because of limited efficacy and adverse health effects posed on workers and surrounding people.

(f) All used linen should NOT be agitated to prevent possible environmental / handler contamination. All used linen should be packed in laundry bags at the site of collection; these bags are then securely tied. Laundry bags must be no more than 2/3 full. Fluid resistant bag of sufficient tensile strength is recommended.

(g) Used linens should be laundered in accordance with the manufacturer’s instructions and recommendation by the WHO, with machine washing using warm water at 60–90°C (140–194°F) with laundry detergent. The laundry can then be dried according to routine procedures.

C. If There is Blood, Secretions, Vomitus or Excreta Spillage, Take Enhanced Measures:

(a) Cleaning staff should wear appropriate PPE including surgical mask, gloves, disposable gown, eye protection (goggles/face shield) and cap (optional).
(b) Use forceps to hold the strong absorbent disposable towels to wipe away the blood, secretions, vomitus or excreta during a preliminary clean up.

(c) Then put the forceps and used absorbent disposable towels in a garbage bag carefully without contaminating oneself/the environment.

(d) Disinfect with 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water), wipe from the outside inward, leave for 10 minutes, rinse with water and wipe dry afterwards.

(e) After the procedure, put all the wastes and cleaning tools (e.g. forceps, cloth, mop head) in the garbage bag.

(f) Carefully remove PPE, put them in the garbage bag, and then perform hand hygiene. (When hands are not visibly soiled, use 70-80% alcohol-based handrub. Wash hands with soap and water when hands are visibly dirty or visible soiled with blood, body fluid.)

(g) Wear a pair of new gloves, seal the waste bag tight and dispose it properly in covered rubbish bin. Then, label the rubbish bin and put it in a safe undisturbed place until collection.

(h) Remove gloves carefully. Wash hands with liquid soap and water.

(i) When COVID-19 is confirmed, CHP will inform the Food and Environmental Hygiene Department (FEHD) to disinfect the contaminated environment and waste disposal.
IV. Guidelines and Educational Material for Hotel Management

A. Guidelines on Infection Control and Prevention in Hotel Industry

B. Proper Use of Bleach

C. Proper Use of Mask
   https://www.chp.gov.hk/en/healthtopics/content/460/19731.html

D. Food Safety and Hygiene Advisory for Food Premises on the Prevention of COVID-19

E. Basic Infection Control for Property Management (Video)

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Annex I

Perform Hand Hygiene Properly

1. Many infectious diseases can be transmitted through contact. If hands are contaminated with pathogens, especially when they are soiled with respiratory discharge or faecal matters, diseases include dysentery, cholera, hepatitis, influenza, and hand, foot and mouth disease can be spread easily. Observance of hand hygiene is the prerequisite of the prevention of the spread of communicable diseases. Using soap and water or alcohol-based handrub can achieve hand hygiene.

When to perform hand hygiene?

(a) Before & after touching eyes, nose and mouth;
(b) Before eating & preparing food;
(c) After using the toilet;
(d) When hands are contaminated by respiratory secretions, e.g. after coughing or sneezing;
(e) After changing diapers or handling soiled items from children or the sick
(f) After touching animals, poultry or their droppings;
(g) After handling garbage;
(h) After touching public installations or equipment, such as escalator handrails, elevator control panels or door knobs;
(i) Before and after visiting hospitals, residential care homes or caring for the sick; and
(j) Any time you find your hands are dirty.
How to select appropriate agents for hand hygiene?

2. It is advised to clean hands with liquid soap and water when hands are visibly dirty or visibly soiled with blood and body fluid, after using the toilet or changing the diapers. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is also an effective alternative. According to World Health Organization’s recommendation, most alcohol-based handrubs contain either ethanol, isopropanol or n-propanol, or a combination of two of these products. Always check the expiry date before purchasing and using alcohol-based handrub.

Steps for hand hygiene

(a) Hand hygiene with liquid soap and water:

(i) Wet hands under running water.
(ii) Apply liquid soap and rub hands together to make a soapy lather.
(iii) Away from the running water, rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds (refer to point c for detail). Do not rinse off the soap while rubbing.
(iv) Rinse hands thoroughly under running water.
(v) Dry hands thoroughly with either a clean cotton towel, a paper towel, or a hand dryer.
(vi) The cleaned hands should not touch the water tap directly again. For example: using a paper towel to wrap the faucet before turn it off.

(b) Hand hygiene with alcohol-based handrub:

(i) Apply a palmful of alcohol-based handrub to cover all surfaces of the hands. Rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds until the hands are dry (refer to point c for detail).
(c) Hand hygiene technique:

(i) Proper hand hygiene technique should follow the 7 steps and rub hands for at least 20 seconds.

[Image of hand hygiene technique]

Video demonstration

(i) Hand hygiene with liquid soap and water
https://www.youtube.com/watch?v=pN2C6AJ2_EA

(ii) Hand hygiene with alcohol-based handrub
https://www.youtube.com/watch?v=oNpAbLN2vPI&feature=youtube
Annex II

Maintain Cough Manners

Don't spread germs to those around you
Cover your cough

Cover your mouth and nose when sneezing or coughing
Dispose of the contaminated tissue properly

If tissue is not available, cough into your clothes or upper sleeves

DON'T
Annex III

A Quarantine Order (QO no. _______) has been issued on ________________ (Date of Quarantine Order) under Cap 599C/ Cap 599E* to put ________________ (Name and HKID or Passport/other identifier) (the confinee) under quarantine at ________________ (Location) for a period of 14 days.

Unless with the permission of an authorized officer, the confinee must not allow any other person (except hotel staff) to enter the hotel room in which the confinee is placed under quarantine. For those confinees with special needs who requires the company of a caretaker in the place of quarantine, prior permission from DH is needed.

I, ____________________________ (Name and HKID or Passport number/other identifier of accompanying person of the confinee), the ____________________________ (relationship with the confinee) of the confinee, request to stay with the confinee in the said place for the said period of 14 days in order to take care of the confinee. I clearly understand that any permission to me to stay with the confinee will only be given on an exceptional basis and that since the confinee has visited a specified place, I will be exposed to a higher risk of infection of COVID-19 if I live with the confinee in the said period and will increase the risk of transmission of the disease in the community if I leave the place of quarantine during the said period. I also understand that a confinee coming from a specified place would normally only be allowed to be quarantined in a place nominated by the confinee if the place would not accommodate other persons. In order to stay with the confinee in the said place in the said period of 14 days, I now agree and undertake...
not to leave the above location until the end of the quarantine period. I also agree to put on the
electronic wristband provided by the Government to ensure that I stay in the above location and
not to remove it during the quarantine period. I understand that if I leave the said location or
remove or tamper the wristband during the above 14-day period, the confinee may have to be
put under quarantine in a place not nominated by him or her for the rest of the quarantine period.

除非獲取授權人員的同意，受檢疫人士不得容許任何其他人士（酒店職員除外）進入其接
受檢疫的酒店房間。受檢疫人士如有特殊需要需照顧者照顧，需首先獲得衛生署批准。

本人_____________（姓名及香港身份證號碼/護照號碼/其他身份證明）
是受檢疫人士的____________________（與受檢疫人士的關係），要求與受檢疫人士
在上述14天期間同住以照顧受檢疫人士。本人清楚知道准許本人與受檢疫人士同
住只會在特別情況下才會給予，而由於受檢疫人士曾到訪指明地區，若本人與受檢
疫人士同住，本人受感染的風險亦較高，如本人在同住期間離開上述地點，也會增
加2019冠狀病毒病在社區傳播的風險。本人明白在正常情況下，來自指明地區的
受檢疫人士只可在沒有其他人同住的情況下於自我選定地點接受強制檢疫。本人現
同意並承諾在受檢疫人士的檢疫完成前不會離開上述地點，為使本人可與受檢疫人
士在上述14天期間於上述地點同住，本人亦同意戴上由政府提供的電子手環以確
定我留在上述地點並在檢疫期間一直佩戴。本人明白如本人在上述14天期間離開
上述地點或移除或干擾電子手環，受檢疫人士可能不會獲准在自我選定地點接受餘
下檢疫。

Signature of Caretaker/照顧者簽署: ______________________

Name of Caretaker/照顧者姓名: ______________________

Date 日期: ______________________

*Delete as appropriate/ *刪除不適當