Best Western Plus Boulder Inn is following the guidance of Best Western in determining our course of action for COVID response.

**Highlights:**

- If possible, allow check-out rooms to be vacant for 24 to 72 hours prior to cleaning. enhanced sanitizing practice.
- Leave doors/windows open so fresh air and air handlers/air movers dissipate the possible airborne contaminants before attempting to clean.
- All clean and ready rooms are to be inspected and misted/fogged before guest arrival. a. Use of electrostatic sprayers, foggers, ozone machines or ultraviolet equipment are required as an 

**Arrivals / Departure process:**

Established social distancing signage, procedures and touchless practices throughout the arrival/departure Process:

- Professional floor markings installed six (6) feet apart.
- Plexiglass at front desk to separate guests from staff
- Position credit card machine for guest access, and “show” identification to clerk
- Front desk counter and pens to be sanitized if touched by guest.
- Install a hand sanitizer station
- Add a container for guests to drop off used pens and key cards (key card drop box in the lobby area), to be sanitized prior to any future use.
- Luggage carts are to be sanitized, hotel to provide wipes for guests and staff

**Breakfast**

- Self-serve Grab & Go or Limited Breakfast Offering

**Guest room amenities, Standards and Cleaning Process**

- All decorative room elements including pillows and bed scarves are to be removed.
- Paper note pads and pens are to be removed.
- Guest room coffee station will include only single use disposable coffee, wrapped condiments, stir sticks and wrapped cups.
- Use of triple sheeting on the guest room beds is required.
- Remove the bath amenity tray and replace with a fresh washcloth to display items
- Remove laundry bags and provide upon request only.
- Remove or replace the binder-style guest directory with a single-page double-sided laminated directory
- No Service – For all stayover guests. However, guest rooms are to be checked daily.
• Upon guest request only: Tidy service or Full Clean Service. Ask the guest(s) to leave the room during any stay over service if possible to limit contact
• Complete and enhanced housekeeping service is to only be provided for check-outs.
• Wear required disposable gloves and protective masks. Discard disposable gloves after each room cleaning
• Implement enhanced cleaning requirements per “Cleaning Guidelines.” Pay particular attention to high touch point areas, to include door handles, locks and latches, light switches, desk and counter surfaces, coffee maker, telephones, television remote, controls (ensuring clean remotes are being used), clock radios, drapery pulls, lamps, trash, receptacle touch points, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring. Only approved chemicals or equivalent products and rags to be used in cleaning.
• Television touchpoints must be disinfected, and the television remote will be disinfected. Use of clean remotes or approved alternative is highly recommended.
• Sanitize iron/board, hairdryer and hangers if used. Use only disposable coffee cups and prewrapped cups.
• Remove top layer of toilet paper from roll for check out full cleans.
• Used linen and trash may not be placed on a housekeeping/laundry cart with unused linens and amenities.
• Reduce bed pillows to two per bed.
• Disinfect any “privacy please” cards.
• Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should then be washed and disinfected daily.
• Any lost and found guest items should be secured in a sealed plastic bag and tagged to identify, then follow hotel procedure for Lost & Found items

Employee Safety Standards

• Require staff to wear clean uniforms when they arrive at work each day.
• Ensure sick employees do not come to work.
• Require staff to wash hands upon arriving at work and direct employees to wash hands frequently, and wash hands with soap and water for at least 20 seconds.
• Review the back-office timeclock procedures to minimize contact. Make the process hands free or disinfect the touch points daily.
• All staff are to wear gloves, with face masks highly recommended. These are to be provided by the hotel