



**GOVERNMENT OF MEGHALAYA**

**TOURISM DEPARTMENT**

**OFFICE MEMORANDUM**

No. TOURISM. 23/2020

Dated, Shillong the 26<sup>th</sup> June, 2020

**SOP on preventive measures in Hotels to contain spread of COVID-19**

**1. Background**

Based on the protocols issued by the Ministry of Health and Family Welfare, Government of India and the guidelines issued by the Ministry of Tourism, Government of India the following SOP is hereby notified for Hotels.

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contact between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units (henceforth, 'hotels') to prevent spread of COVID-19. Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up. **These Guidelines do not apply to Homestays.**

**Hotels should ensure that they put in place all necessary measures to adhere to these guidelines before opening up the hotel to guests.**

**All hotels will need to download the Check into Nature App from the Google Playstore available at the link**

**<https://play.google.com/store/apps/details?id=com.xlayer.meg.gov.tourism>.**

**A web version is also available at <https://app.meghalayatourism.in/>**

**Hotels will be opened only after getting prior permission from the respective Deputy Commissioners and after submitting the COVID-19 Declaration on the Check into Nature App.**

**3. Generic preventive measures**

- A. 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 management to advise accordingly.
- B. The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- I. Physical distancing of at least 6 feet to be followed as far as feasible.
- II. Use of face-masks to be made mandatory.
- III. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- IV. Respiratory etiquette to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- V. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- VI. Spitting shall be strictly prohibited.
- VII. Installation and use of Aarogya Setu app shall be advised to all.

**4. All Hotels shall ensure the following arrangements:**

- I. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- II. Only asymptomatic staff and guests shall be allowed.
- III. All staff and guests to be allowed entry only if using face-masks. The face-masks has to be worn at all times inside the hotel.
- IV. In addition to face-masks, all staff should wear gloves and take other required precautionary measures.
- V. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.
- VI. 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.**
- VII. Valet parking, if available, shall be operational with operating staff wearing face masks and gloves as appropriate.
- VIII. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- IX. 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.
- X. Check-in Protocol for guests:
  - a. Guests should maintain a queue with 2 m (6 ft) distance between them while checking into hotels. Hand Sanitizers must be kept at the reception for guests to use.
  - b. Hotels have to adopt a contactless check-in process. All Hotels should ensure that the check-in process is done only through the Check Into

Nature App of the Tourism Department. The app allows the guests to check into the hotel in a contactless mode where all details including ID card can be uploaded in a contactless way. Further digital payments are encouraged.

- c. In addition the guests need to provide a COVID-19 Self declaration form as given in Annexure I. Hotels should maintain records of the Self-Declaration Form.
  - d. Guests should be briefed about the do's & don'ts while at the hotel.
- XI. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
  - XII. Luggage should be disinfected before sending the luggage to rooms.
  - XIII. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
  - XIV. Appropriate face masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
  - XV. For those hotels that have restaurants the SOP for Restaurants issued vide order No. TOURISM 22/2020 dated Shillong the 16th June, 2020 shall be followed.
  - XVI. Room service
    - a. Communication between guests and in-house staff should be strictly through intercom or mobile phone.
    - b. (b). 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.
    - c. (c). Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call
  - XVII. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
  - XXVIII. 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 degrees celsius, 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.
  - XIX. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
  - XX. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
  - XXI. Proper disposal of facemasks/ gloves left over by guests and/or staff should be ensured.
  - XXII. Deep cleaning of all washrooms shall be ensured at regular intervals.
  - XXIII. Rooms and other service areas shall be sanitized each time a guest leaves.
  - XXIV. All linen should be changed on a daily basis and due precaution should be taken while washing the linen.
  - XXV. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.

XXVI. In case of a suspect or confirmed case in the premises:

- a. Place the ill person in a room or area where they are isolated from others. All hotels should designate a few rooms, preferably those which are separate from other rooms as isolation rooms in case of such cases.
- b. Provide a face-mask 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. Helpline Numbers are at Annexure II
- 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.

  
(Dr. Vijay Kumar D., IAS)

Commissioner and Secretary  
to the Government of Meghalaya,  
Tourism Department

**No. TOURISM.23/2020**

**Dated, Shillong the 26<sup>th</sup> June, 2020**

Copy to: -

1. The Secretary to the Governor of Meghalaya for kind information of the Hon'ble Governor.
2. The Private Secretary to the Chief Minister, Meghalaya for kind information of the Chief Minister.
3. The Private Secretary to the Deputy Chief Minister, Meghalaya for kind information of the Deputy Chief Minister.
4. The Private Secretary to the Health Minister, Meghalaya for kind information of the Health Minister.
5. The Private Secretary to the all Hon'ble Ministers, Meghalaya for kind information of Hon'ble Minister.
6. The Private Secretary to Chief Secretary, Government of Meghalaya for favour of information of the Chief Secretary.
7. The Additional Chief Secretaries/Principal Secretaries/ Commissioners & Secretaries/ Secretaries of all the Department, Government of Meghalaya.
8. The Director General of Police, Meghalaya, Shillong for favour of information and necessary action.
9. The Director, Information and Public Relations for wide publicity of the Order.
10. The Director of Health Services (MI)/MCH&FW)/Research), Meghalaya, Shillong.
11. The Director All India Radio for wide publicity of the above Order.

12. The Director, Doordarchan Kendra Shillong for wide publicity of the above Order.
13. The Secretary Autonomous District Councils.
14. All Deputy Commissioners, Shillong/Nongstoin/Mawkyrwat/Jowai/ Khliehriat/ Nongpoh/Tura/Ampati/Resubelpara/Williamnagar/Baghmara for information and necessary action.
15. All Superintendents of Police, Shillong/Nongstoin/Mawkyrwat/Jowai/ Khliehriat/ Nongpoh/Tura/Ampati/Resubelpara/Williamnagar/Baghmara for information and necessary action.
16. The Chief Executive Officer, Municipal Board, Shillong/Tura/Jowai/Resubelpara.



(Dr. Vijay Kumar D., IAS)  
Commissioner and Secretary  
to the Government of Meghalaya,  
Tourism Department

**Annexure 1**

**Annexure I: Self-Declaration Form**

I \_\_\_\_\_, resident of  
\_\_\_\_\_ and staying at  
\_\_\_\_\_ (Name of Hote) from \_\_\_\_\_ to  
\_\_\_\_\_ date declare that I do not have any symptoms of COVID-19 to  
the best of my knoweldge and belief. Any false declaration will be liable for  
action as per the law.

My travel history of the last 28 days are: ( Write NIL if no travel history)

Place Visited with dates of visit:

(Signature)

Annexure 2

**STATE HELPLINE NUMBER: 108**

District Helpline Numbers	
State Surveillance Unit	9366090748
East Khasi Hills	7085281316
West Khasi Hills	9485395373
South West Khasi Hills	9485395373
West Jaintia Hills	6009693315
East Jaintia Hills	3655230605
West Garo Hills	9864939334
South West Garo Hills	6009944841/ 6009919788
Ri Bhoi	8787520449
East Garo Hills	9485113132
North Garo Hills	6009907768
South Garo Hills	7085100406