



Ministry of Health & Family Welfare
Government of India

Guidelines on preventive measures to contain spread of COVID-19 Hotels

11th June 2020

Need for Covid Appropriate Behaviour



**Every individual
is at risk**



**If infected , you may
spread infection to
others in crowded places**



**You may put
your family
members at risk**



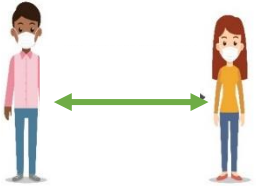
**You may particularly
put elders in your
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**As we progress in Unlock 1.0, to contain the spread of COVID-19 , we need to
follow Covid Appropriate Behavior at all times**

Generic Preventive Measures



Use face covers/masks



Maintain adequate social distancing



Wash hands with soap/ sanitizers (as required)



Respiratory etiquettes

- Cover mouth & nose with tissue/ handkerchief/ flexed elbow
- Dispose off used tissues properly



Spitting is strictly prohibited



Thermal screening of all entrants and staff



Maintain 6ft distance while queuing for entry in public places



Staggering of visitors/patrons

Generic Preventive Measures



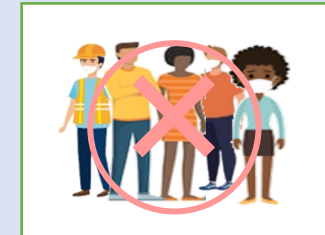
Self-monitor health
(Guest and staff)



Aarogya Setu app
(Recommended to Install & Use)

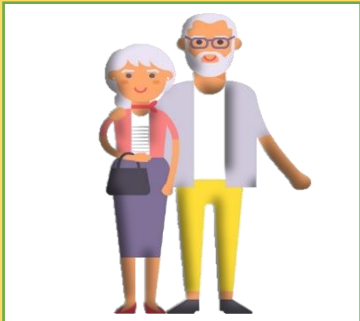


Immediate report illness
(To state and district helpline)

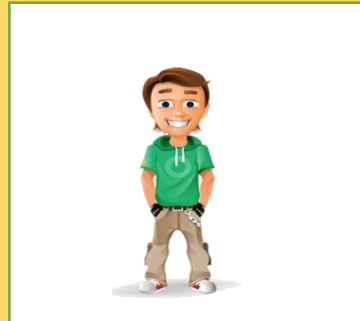


**Large gatherings/
congregation prohibited**

Who are advised to stay at home?



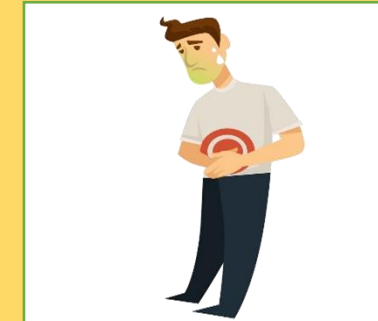
**People aged more than
65 years**



**Children aged less than
10 years**



Pregnant Women



**Persons with comorbidities such
as hypertension, diabetes, etc**

Except for essential and health purposes

Hotels – Specific Measures



Mandatory sanitizer dispensers and thermal screening provisions at entrance



Only asymptomatic staff/guests allowed



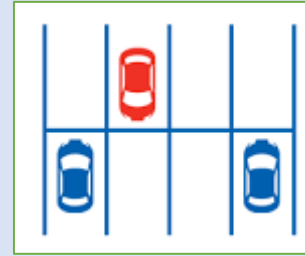
Workers/Customers/Visitors/Staff to be allowed entry only if wearing masks



Separate entry and exit for guests, staff and goods/supplies



Specific markings with sufficient distance for queue management and social distancing norms



Proper Crowd Management in hotel & outside the premises like parking lot



Air-conditioning
*(Temp of 24–30°C,
Relative humidity of
40–70%,
Intake of fresh air,
Cross ventilation)*



**Posters/ standees/
AV media on COVID
preventive
measures displayed
at all times**



**Effective and frequent
sanitation** *(esp.
lavatories, drinking
and hand/foot
washing stations)*



**Cleaning and
regular disinfection**
*(using 1% sodium
hypochlorite of
frequently touched
surfaces)*



**Deep cleaning of
washrooms**



**Safe Disposal of
face covers/
masks/gloves**

Hotels – Specific Measures



Avoid front-line work and take extra precaution for high risk employee
(older, pregnant employees and employees with underlying medical conditions)



Staff to additionally wear hand gloves



Valet parking operational
(Face covers/ masks & gloves for staff and disinfection of steering, door handles, keys)



Restricted number of people in elevators
Use of escalators with one person on alternate steps



Adequate Manpower to be deployed by Hotels for ensuring social distancing norms



Hand sanitizers to be kept at reception for guests to use before filling forms and A&D register



Travel history, medical condition and Self declaration form to be filled



Contactless payments for both check-in and check-out



Luggage to be disinfected before sending to the room

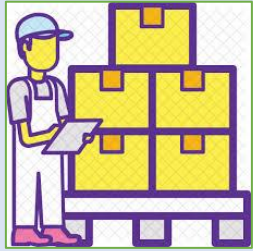


Guests above 60 years of age to take extra precautions



Guests should not visit containment zone

Hotels – Specific Measures



Precautions while handling supplies/ inventories/goods



Personal Protection gear shall be made available by hotel to staff



Restaurants, if operational to follow detailed guidelines for restaurants



Gaming arcade/Children play area closed



Room service to be encouraged, instead of dine-in. Packet to be left at the door. Staff for takeaway to be screened thermally



Communication between guests and in-house staff should be through intercom or mobile phone

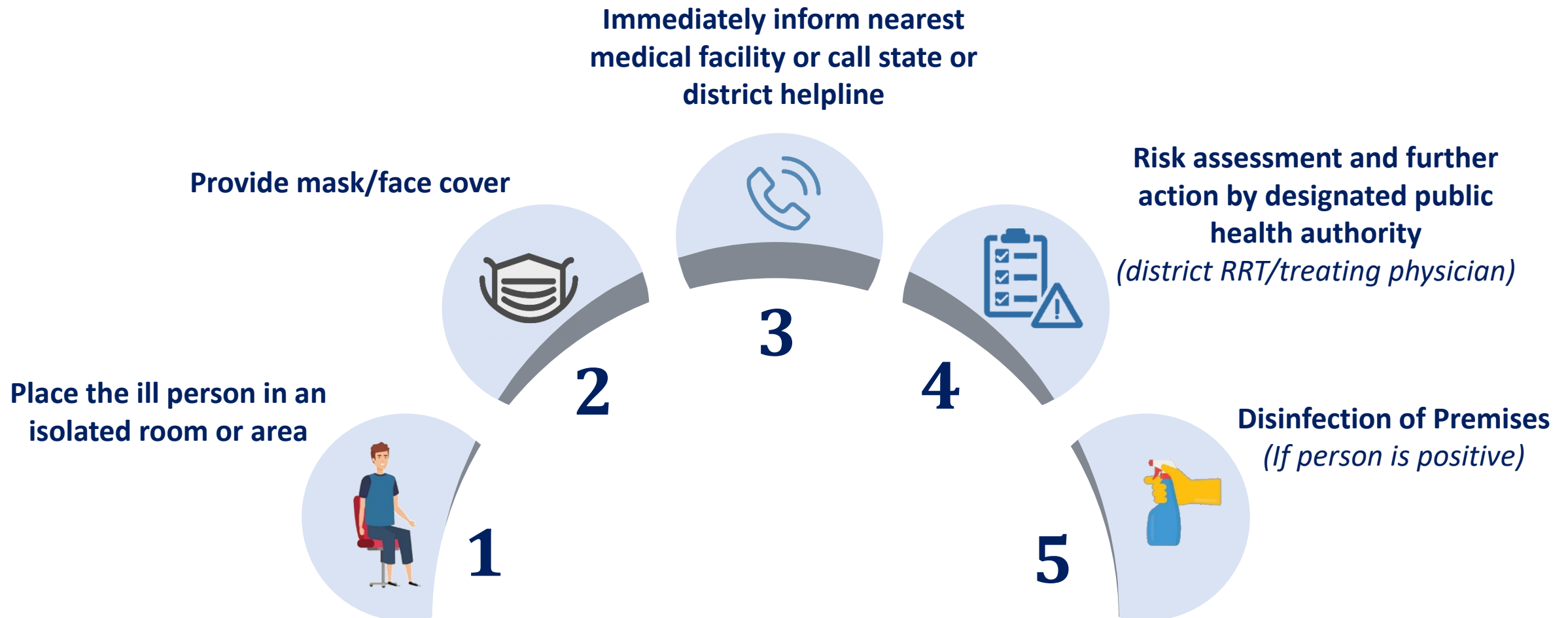


Rooms and service areas to be sanitized after guest leaves/ checks out



Staff to follow social distancing norms in the kitchen and Kitchen area to be sanitized at regular intervals

Protocol for attending to suspect or confirmed case





Ministry of Health & Family Welfare
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Guidelines on preventive measures to contain spread of COVID-19 Religious Places

11th June 2020

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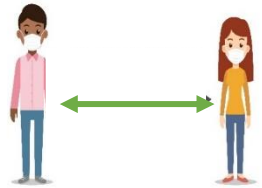
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Generic Preventive Measures



Use face covers/masks



Maintain adequate social distancing



Wash hands with soap/ sanitizers (as required)



Respiratory etiquettes

- Cover mouth & nose with tissue/ handkerchief/ flexed elbow
- Dispose off used tissues properly



Spitting is strictly prohibited



Thermal screening of all entrants and staff



Maintain 6ft distance while queuing for entry in public places



Staggering of visitors/patrons

Generic Preventive Measures



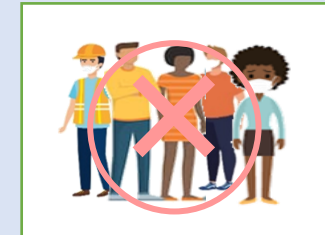
Self-monitor health
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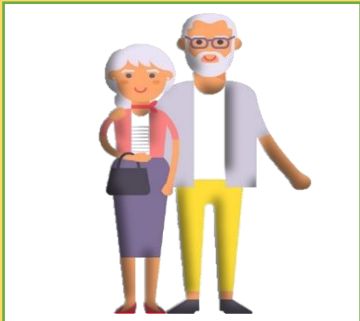


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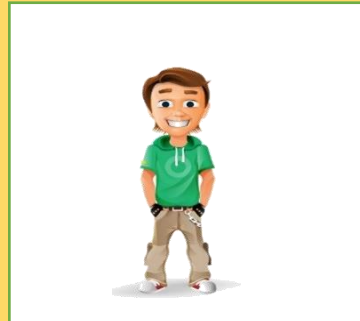


**Large gatherings/
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Who are advised to stay at home?



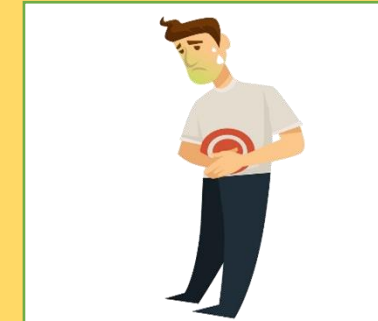
**People aged more than
65 years**



**Children aged less than
10 years**



Pregnant Women



**Persons with comorbidities such
as hypertension, diabetes, etc**

Except for essential and health purposes

Religious Places – Specific Measures



Mandatory sanitizer dispensers and thermal screening provisions at entrance



Only asymptomatic persons allowed



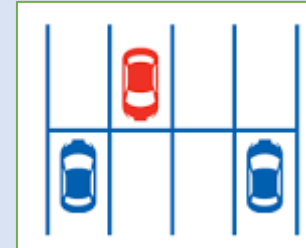
Persons to be allowed entry only if wearing face cover/masks



Separate entry and exit for visitors



Specific markings with sufficient distance for queue management and social distancing norms



Proper Crowd Management in Parking Lots and outside the premises



Air-conditioning
(Temp of 24–30°C,
Relative humidity of
40–70%,
Intake of fresh air,
Cross ventilation)



**Posters/ standees/
AV media on COVID
preventive
measures displayed
at all times**



**Effective and frequent
sanitation (esp.
lavatories, drinking
and hand/foot
washing stations)**



**Shops/stalls/Cafeteria
to follow social
distancing within and
outside premises**



**Cleaning and regular
disinfection of the
religious place**



**Safe Disposal of
face covers/
masks/gloves**

Religious Places – Specific Measures



Footwear/ Shoes to be taken off inside own vehicle

(if needed, keep in separate slots for each individual / family by persons themselves)



Hand and feet wash with soap and water before entering



Seating arrangement to maintain adequate social distancing



Touching of statues/ idols/ holy books not allowed



Play recorded devotional music/ songs and avoid choir or singing groups



Avoid physical contact while greeting



No common prayer mats - bring your mat/ cloth

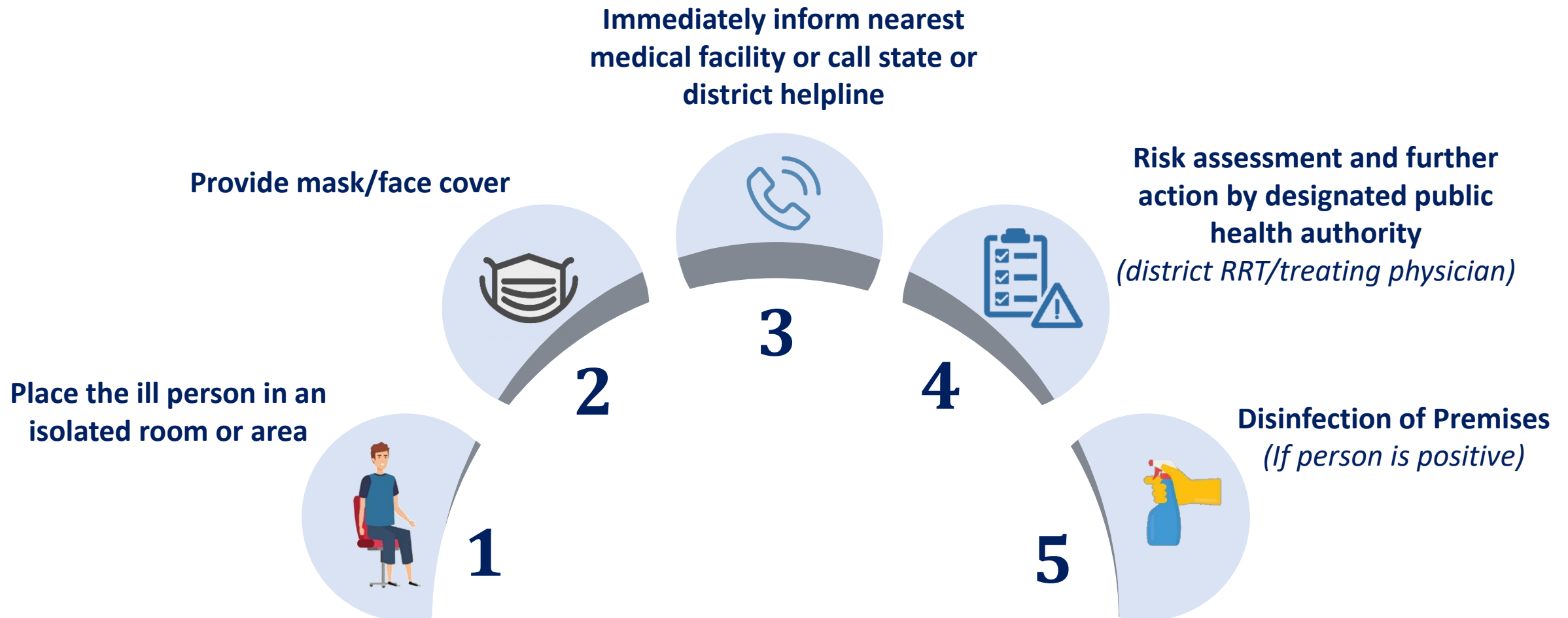


NOT Allowed - Physical offerings like Prasad/ distribution or sprinkling of holy water, etc.



Adequate Social Distancing (6 ft) at community kitchens/ langars / “Ann-daan” etc. while preparing and distributing food

Protocol for attending to suspect or confirmed case





11th June 2020

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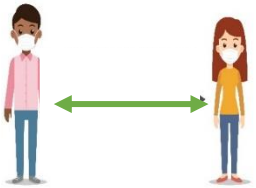
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Respiratory etiquettes

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Thermal screening of all entrants and staff



Maintain 6ft distance while queuing for entry in public places



Staggering of visitors/patrons

Generic Preventive Measures



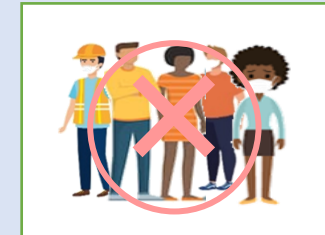
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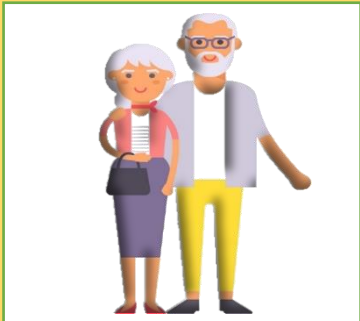


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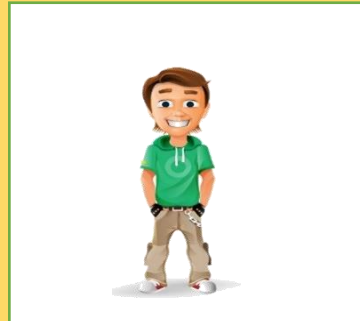


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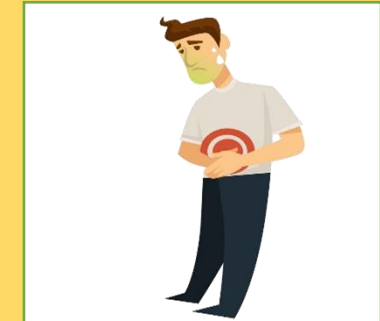
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Pregnant Women



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Except for essential and health purposes

Restaurants – Specific Measures



Mandatory sanitizer dispensers and thermal screening provisions at entrance



Only asymptomatic staff and patrons allowed



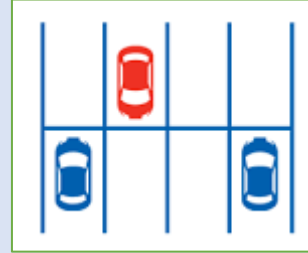
Workers/Patrons/Staff to be allowed entry only if wearing masks



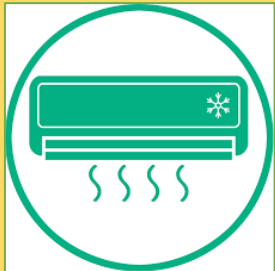
Separate entry and exit for patrons and good/supplies



Specific markings with sufficient distance for queue management and social distancing norms



Proper Crowd Management in Parking Lots and outside the premises



Air-conditioning
(Temp of 24–30°C,
Relative humidity of
40–70%,
Intake of fresh air,
Cross ventilation)



Posters/ standees/ AV media on COVID preventive measures displayed at all times



Cleaning and regular disinfection
(using 1% sodium hypochlorite of frequently touched surfaces)



Deep cleaning of washrooms



Safe Disposal of face covers/ masks/gloves

Restaurants – Specific Measures



Avoid front-line work and take extra precaution for high risk employee

(older, pregnant employees and employees with underlying medical conditions)



Delivery and Takeaways to be encouraged, Packet to be left at the door, Staff for takeaway to be screened thermally

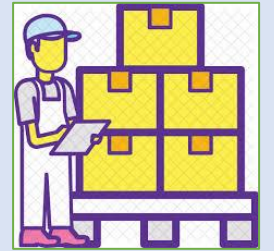


Additional patrons to be seated at designated waiting areas with norms of social distancing



Valet parking operational

(Face covers/ masks & gloves for staff and disinfection of steering, door handles, keys)



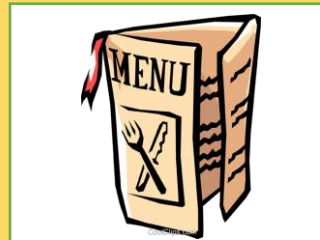
Precautions while handling supplies/inventories



Use of markings to maintain distance while queuing at the entrance or at buffet services



Seating arrangement to ensure not more than 50% of capacity is permitted



Disposable menus to be advised



Paper napkins instead of Cloth napkins



Adequate Manpower to be deployed by restaurants for ensuring social distancing norms

Restaurants – Specific Measures



Staff/waiters to wear masks and hand gloves



Staff to follow social distancing norms in the kitchen and Kitchen area to be sanitized at regular intervals



Frequent cleaning, sanitisation (focusing on lavatories, drinking and handwashing areas)



Tables to be sanitized each time customer leaves



Contact-less mode of ordering and digital mode of payment to be encouraged

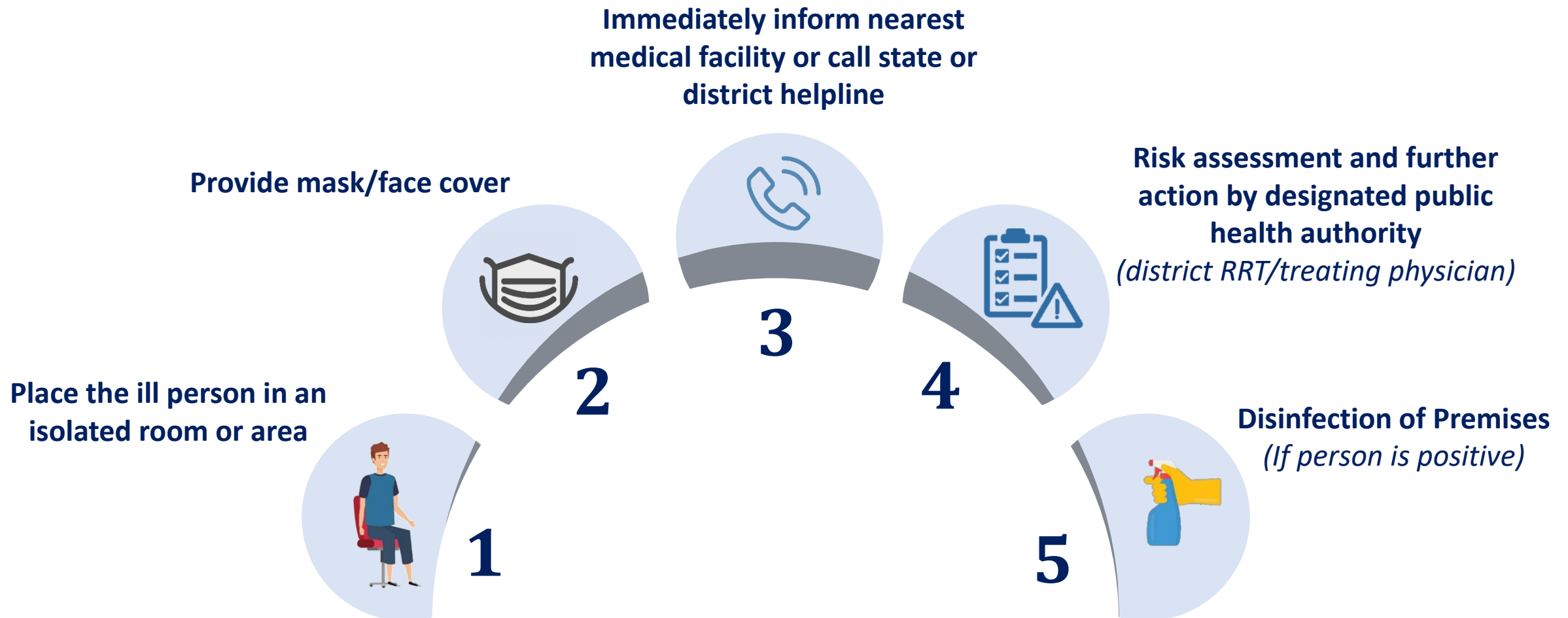


Gaming arcade/Children play area closed



**Restricted number of people in elevators
Use of escalators with one person on alternate steps may be encouraged**

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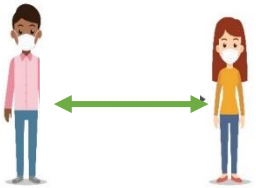
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Maintain 6ft distance while queuing for entry in public places



Staggering of visitors/patrons

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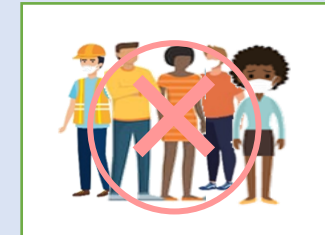
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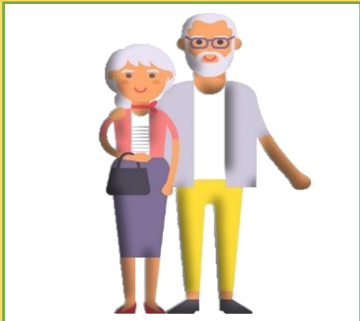


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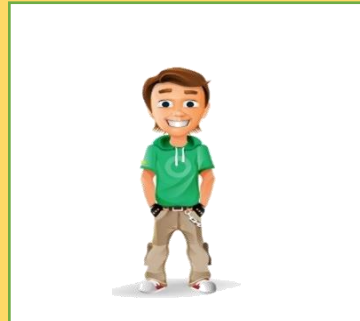


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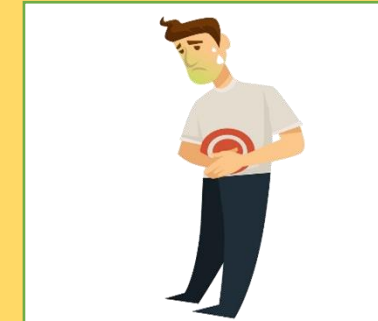
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Except for essential and health purposes

Shopping Malls – Specific Measures



Mandatory sanitizer dispensers and thermal screening provisions at entrance



Only asymptomatic staff/guests/visitors allowed



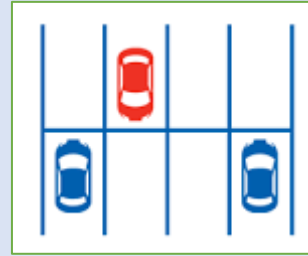
Workers/Customers/Visitors to be allowed entry only if wearing masks



Separate entry and exit for visitors, workers & goods/supplies



Specific markings with sufficient distance for queue management and social distancing norms



Proper Crowd Management in Parking Lots and outside the premises



Air-conditioning
*(Temp of 24–30°C,
Relative humidity of
40–70%,
Intake of fresh air,
Cross ventilation)*



Posters/ standees/ AV media on COVID preventive measures displayed at all times



Effective and frequent sanitation *(esp. lavatories, drinking and hand/foot washing stations)*



Cleaning and regular disinfection
(using 1% sodium hypochlorite of frequently touched surfaces)



Deep cleaning of washrooms



Safe Disposal of face covers/ masks/gloves

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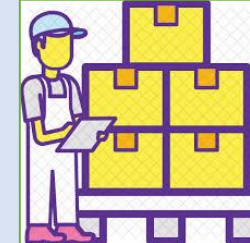


Valet parking operational

(Face covers/ masks & gloves for staff and disinfection of steering, door handles, keys)



Shops/stalls/Cafeteria to follow social distancing within and outside premises



Precautions while handling supplies/inventories



Adequate Manpower to be deployed by Mall Management for ensuring social distancing norms



Staff for home deliveries to be screened thermally by shopping mall authorities



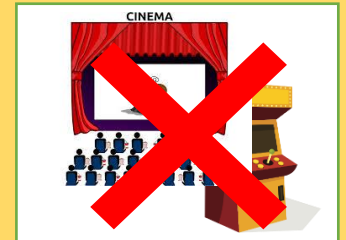
To maintain social distancing, No. of customers to be kept minimum inside shops



**Restricted number of people in elevators
Use of escalators with one person on alternate steps**



Food Courts/Restaurants to follow detailed guidelines on restaurants



Gaming arcade/Children play area/Cinema Halls remain closed

Protocol for attending to suspect or confirmed case

