

## TOURISM SANITIZATION GUIDANCE GUEST HOUSES AND APARTMENTS

This document has been created to provide tourism partners who operate guest houses and apartments in the Cayman Islands with guidance on safety and health-related measures, in response to the COVID-19 pandemic. Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders, and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed to establish industry guidelines for sanitization.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control, suppression, and management of COVID-19 is adhered to. Please verify the most current laws and regulations with official government sources. This document is in addition to the public health policy and guidelines and is created to support the “Readiness Plan” for **Phase 4** implementation and should be reviewed and revised upon the implementation of new phases in the future.

### **Recommended Guidelines for all Guest House and Apartments in the Cayman Islands**

1. An official COVID-19 sanitization, health, and safety policy should be created by tour operators. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.
2. All staff members should be trained regarding this official policy and any new protocols that will be put in place by the establishment.
3. All guest houses and apartments will adhere to official guidelines with regards to personal protective equipment (PPE) as outlined by the Cayman Islands Government (CIG).
4. Any new protocols that are established by the CIG will be adhered to, as necessary.

This guidance document is based on CARPHA (2020). Caribbean Public Health Agency Technical Guidance for Tourism: Guidelines and Checklists for Reopening of Caribbean Tourism and Travel (Accommodations) COVID-19 Series.

5. Testing of employees as required by the CIG.
6. Additional information can be found at [www.gov.ky](http://www.gov.ky) or email [sanitization@caymanislands.ky](mailto:sanitization@caymanislands.ky).

For more information on the National Policy: [NATIONAL POLICES LFT](#)

This document includes recommended guidelines for the following areas of guest house and apartment operations:

- ❖ Pre-Arrival
- ❖ Arrival
- ❖ Sanitization recommendations of bedrooms, bathrooms, dining areas, and common areas

These areas have been highlighted based on the various sections posed above.

Best Practice Measure	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks?	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control Check
1	Lack of directions & information	Displayed on booking website and Visit Cayman Islands	Information from HSA and Ministry of Health	Policy displayed at check-in	Check-in Office	Updated as needed	
2	Cancellation Policy	Displayed on property website and rental contract	Provide clear cancellation policy in place during COVID-19		Booking Manager	Each booking	
3	Entrance	Door handles	Signage and hand sanitiser to be available	All guests to be invited to use hand sanitiser provided	Property Manager	Ongoing	

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4	Accurate information	Bookings	Provide staff with clear and consistent messages regarding sanitization practices		Accommodation/Manager	Checked daily as required	
5	Shaking Hands/Greeting	Reception/Meet and Greet	<p>Encourage staff do verbal greetings only – do not shake hands with guests and consider installing protective barriers between staff and guests</p> <p>Consider having in stock clear masks for staff to greet/communicate with visitors with hearing impairments.</p>	Signage at reception and maintain physical distancing.	Check-in Office	At all times	
6	Washing hands	Reception/Meet and Greet	Clear signage at entrances inviting guests to frequently wash their hands	Signage and directions	Check-in Office	At all times	
7	External contamination from other guests	Reception/Meet and Greet	Hand sanitiser at reception	Signage placed to remind guests to wash their hands before going to reception	Check-in Office	Signage on display always	

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8	Room keys/cards	Reception	Disinfect	Contactless check-in option offered	Check-in Office		After each use and before given to guest.
9	Receipts/invoices for guests	Reception	Offer email invoices	Safeguarded from others touching	Check-in Office		As required
10	High-Touch Areas	Throughout accommodation	Disinfect	Provide sanitization wipes/spray at property	Property Manager		(Guidelines by HSA and MOH)
11	Ventilation	All rooms	Ventilate all rooms, open external windows		Property Manager		Upon check out

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