

Teton County Health Department

COVID-19 Guidance for Hotels, Resorts and Lodges

Reference: CDC Considerations for Hotels, Resorts and Lodges
Revised on May 9, 2022



Face Coverings

- When in the Red (High) Risk Level the CDC recommends wearing a mask when in public, indoor settings.
- Businesses may develop their own mask policies for their staff and patrons, as long as accommodations can be made for those requiring exemptions.
- Suggestions Include:
 - Staff that come within 6 feet of patrons and other staff should wear face coverings.
 - Patrons should wear face coverings at all times when entering and while inside the business.
 - Provide free masks at the entrance, which can be obtained from the Jackson Hole Chamber of Commerce.

Signage

- Post signage in highly visible locations (e.g., at entrances and in restrooms) that promote social distancing, hand hygiene, use of face coverings and not to enter if they have symptoms of COVID-19.

Gyms, Fitness Centers, Pool and Hot Tubs

- See specific recommendations.

Hand Hygiene

- Hand sanitizer should be readily available at the entrance, exit, front desk and throughout the hotel, resort or lodge.

Contactless Options

- Promote online reservations and check-in, mobile room key, mobile access to menus, contactless delivery for room service, text on arrival and contactless payment options.
- Instruct guests to return room keys/key cards in a key card bin upon departure for later disinfection.

Food Service

- See specific recommendations for restaurants and bars.

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Employee Illness and Testing

- Encourage all employees:
 - To stay home, stay away from others and test regardless of vaccination status if they have any COVID-19 like symptoms.
 - To quarantine and test (at appropriate time) if not fully vaccinated and have been exposed to an individual who tested positive for COVID-19.
 - To get vaccinated.
- Visit the CDC's website for guidance on fully vaccinated individuals.

Physical Distancing

- Maintain at least 6 feet of distance from patrons and coworkers, when possible.
- Encourage guests to stay at least 6 feet apart while in line by providing signs or other visual cues such as tape or chalk marks.

Cleaning and Disinfecting

- Clean and disinfect the following areas on a routine basis or at least daily:
 - Break rooms, public areas, fitness centers, and conference rooms
- Conduct more frequent cleaning and disinfection of high-touch surfaces such as the front desk/check-in counter, public areas, restrooms, tables, elevator buttons, water fountains, ATMs/card payment stations, ice/vending machines, pens, room keys, and key cards.
 - Reception desk staff should use disposable disinfectant wipes to disinfect surfaces in between guest interactions.
- Guest rooms occupied by the same customer over multiple days should not be cleaned daily, unless requested.
- When cleaning guestrooms:
 - Wash hands or use hand sanitizer before entering and after exiting the guest room.
 - Clean and sanitize frequently touched surfaces (e.g., tables, nightstands, light switches, countertops, handles, desks, remote controls, phone, toilet, toilet flush handle, sink faucet, door handles).
 - Wear disposable gloves when handling linens or trash.
 - Additional precautions for cleaning a room after a guest who has been ill and has checked out of the hotel:
 - Close off the room.
 - Wait 24 hours before you enter. If 24 hours is not feasible, wait as long as possible.
 - Open outside doors and windows, if possible to increase air circulation.
 - Clean and sanitize the room, as stated above.
 - Use a high-efficiency particulate air (HEPA) filter, if available.