



Business Energy Savings Program



COVID-19 Modified Operations Recommendations for Hotels

General Recommendations for Open Hotels

- Ensure emergency and security systems are operating as intended
- Routinely clean and disinfect surfaces and objects that are frequently touched (e.g., room keys, luggage carts, doorknobs, elevator buttons, light switches, sink handles, countertops)
- Provide disposable wipes to anyone entering your facility so that commonly used surfaces can be wiped down before and after use
- Supply hand sanitizer for both employee and customer use at common contact points (e.g., inside doorways, front desk, elevators, etc.)
- Provide appropriate PPE to all staff (e.g., facemasks, gloves, face shields, etc.)
- Consider minimizing facility amenities to reduce contact points
 - Close pools, whirlpools, gyms, bar, etc.
 - Discourage use of common areas
 - Discontinue valet parking services

Spaces

General

- Turn off unnecessary interior lighting in unoccupied zones (e.g., common areas, gym, bar, etc.)
- Turn off or unplug unnecessary electrical equipment in unoccupied rooms and common areas, such as:
 - Televisions, cable boxes, and other media players
 - Lamps, clocks, and decorations
- Provide guidance, such as floor markings and posters, to encourage customers to maintain six feet of separation and adhere to CDC guidelines
- Install plastic shielding if employees must interact with guests face-to-face
- Maintain appropriate thermal conditions and indoor air quality for occupied spaces

Guest Rooms

- Consider offering guests a travel-size disinfectant package at check-in (hand sanitizer, masks, gloves)
- Assign guests to rooms that are not directly next to or across from already occupied rooms
- Consider limiting room cleanings to be by request only
- Staff members should be assigned such that the number of different staff members required to enter a room during a particular stay is minimized
- Allow rooms to remain unoccupied for 3 days between stays, if possible
 - Consider utilizing ultraviolet germicidal irradiation equipment to disinfect rooms between stays and reduce turn-around time

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Business and Fitness Centers

- Ensure disinfecting wipes or spray is readily available and encourage guests to wipe equipment before and after use
- Consider requiring guests to schedule time in the space to mitigate crowding

Breakfast Room and Dining Areas

- If there are self-serve options, either close them or switch them to be full service
- Encourage guests to return to their room to eat
- Arrange tables in a way that allows for six feet of separation between guests
- Consider offering complimentary or reduced fee room service to limit social interaction

Restaurants

- Consider offering complimentary or reduced fee room service and take-out options to limit person-to-person contact
- Manage supply chain to avoid food waste or perishable backstock requiring extensive storage space (avoid using multiple freezers/refrigerators, if possible)
- Consider compostable or recycled take-out containers and plastic-ware to reduce landfill waste

Kitchen and Break Rooms

- Consolidate refrigerators and freezers, defrost and unplug empty units
- Operate only kitchen equipment required to meet demand (i.e., avoid idling ovens, vent hoods, etc.)
- Unplug nonessential appliances when not in use (e.g., blenders, coffee machines, toasters, waffle makers)

Equipment**General**

- Consider increasing MERV rating of central air filtration, utilizing portable room air cleaners with HEPA filters, and installing ultraviolet germicidal irradiation equipment within ductwork

Occupied Zones

- Thermostats should be adjusted for thermal comfort and indoor air quality

Unoccupied Zones

- Set thermostats to unoccupied setpoints (IECC 2015 suggests 55°F heating / 85°F cooling)
- VAV Systems
 - Set supply dampers to minimum allowable position
 - Supply fan to minimum speed to reduce static pressure
 - Increase supply air temperature (cooling)

Reopening Procedures

- Signage to ensure social distancing should be posted in high-traffic areas. In small congregation areas, such as business centers or break rooms, signage should prohibit occupation of the space by more than one guest or employee at a time.
- Dining areas, business centers, and fitness centers should be posted with a maximum occupancy and seating arrangements should be set up to allow for sufficient social distancing based on the size of the room.
- Floor markers should be placed in areas where customers may queue up, such as at reception desks, etc.
- Where possible, allow only one person at a time in restrooms. Post signs in the restrooms reminding guests and employees about hand-washing protocols. If it is not possible or practical to limit occupation of the restroom, place floor markers that indicate six-foot boundaries. In situations where these controls aren't possible, abide by social distancing protocols to the extent possible.
- Place hand sanitizer stations strategically around the hotel, especially at entrances.
- Place sanitizing wipes where they can be used to open doors that cannot be left open.

Deep Cleaning: 7-Day Rule

If the facility has been **unoccupied** for seven days or more prior to the anticipated reopening, there is no COVID-19 related cleaning necessary.

For facilities that have been **occupied** within the seven days prior to opening, a COVID-19 specific cleaning and sanitization process will need to be undertaken. This cleaning and sanitization process should include the following:

- All common and high-traffic areas (lobbies, dining areas, restrooms, etc.) should be deep cleaned using EPA approved cleaners known to kill viruses. It is strongly recommended that a third-party service be used to perform this task.

Additional Resources

View more in-depth guidelines from the CDC: [CDC Coronavirus Guidance for Business](#)

If you'd like to learn more about how switching to energy-efficient technology can save money for your business in the short term and long term, check out [Evergy's Business Energy Savings Program](#).

The recommendations contained in this document are guidelines provided by the CDC and should not be considered guidance directly from Evergy. This document is intended to help both businesses and employers inform their decision making. Decisions businesses, employers and local public health officials make should be determined by the specific circumstances in local jurisdictions. Check and follow all CDC, local city, and state guidelines about reopening.