



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

Puerto Rico Tourism Company Health and Safety Destination-Wide Program

Puerto Rico is committed to become the new gold standard in destination health and safety. Recognizing the new norm in safe distancing, cleaning, disinfection and hygiene, and the competitive advantage that this represents as a travel destination, the Puerto Rico Tourism Company designed a program to secure the highest measures for safety across all the different sectors of the industry.

The health, safety and well-being of our workforce, visitors and those we serve is the top priority. Recommended safe distancing measures will be a common practice for months to come. In addition to social distancing, more needs to be done to reduce the risk of transmission of COVID-19.

In accordance with recommendations guidelines established by the [Center for Disease Control](#) (CDC), [World Health Organization](#), the [OSHA 3990](#) report, and the [Puerto Rico Department of Health](#) to prevent the spread of COVID-19, a two layered system was designed for the Island's tourism industry:

- A. A Tourism Health and Safety Operational Guide – A practical guide with mandatory measures that must be implemented by all tourism businesses to safeguard the health of employees, visitors and patrons.
- B. The Health and Safety Seal – An opt-in certification for all Puerto Rico Tourism Company endorsed businesses that successfully meet or exceed the set mandatory standards.

The new measures and the certification program are vital for the reopening of the travel and tourism sector in Puerto Rico. And the collective engagement on its implementation, from the businesses and customers, will be key to adopt proper personal habits and social responsibility.

The following pages contains the general measures that are applicable to all travel and tourism businesses, and the specific measures by type of business that must be implemented. These measures become the new standard for the upcoming 18-monhts (beginning May 4, 2020). As scientific research advances and new measures are published, the Health and Safety measures will be revised periodically.

The applicable businesses in the travel and tourism sector that must follow through the implementation of these guidelines are: hotels, resorts, Paradores, Posadas, bed & breakfasts, small inns, guesthouses, time-Shared properties, condo-hotels, hostels, short-term rentals, tourism villas, Casinos, tour operators, endorsed tourist transportation, endorsed tour guides, endorsed excursions management, restaurants, bars and nightclubs within lodging properties.



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General Guidelines Applicable for all Travel and Tourism Businesses

1. **Acknowledgement Form.** All travel and tourism businesses must acknowledge and certify that the business will maintain a clean and hygienic environment for the health and safety of employees and customers. Owners, general managers or directors of operations must sign the electronic acknowledgement form [HERE](#) prior to re-opening their businesses or by June 1, 2020.
 - Must certify that all employees were properly trained about the enhanced hygiene practices, cleaning and disinfecting protocols, the proper use of protective gear and the established procedures to manage cases.
2. **Hand Sanitizing Stations.** All businesses must have hand sanitizer dispensers readily available for all customers. These must be strategically situated in common public areas including the entrance to the business, front desk, concierge stands, lobbies, elevator lobbies, and outside each bathroom location throughout the facilities. The stations must be visible for all, and the use of it must be complimentary.
 - Must use alcohol-based (at least 60% alcohol) hand sanitizing solutions.
 - There must be 1 unit every 3 attendants in every customer facing counters including reception desks, concierge desks, service desk, front desk, concierge desk, food counters and bars.
 - When possible, it is recommended to provide touchless stations.
3. **Hand Washing.** All employees must be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
4. **Health and Safety Signage.** All businesses must install and clearly display health and hygiene reminder posters throughout the business. Signs must be displayed and fully visible in the entrance area, service desk, bathroom areas and elevators. The messaging should emphasize the proper way for hand washing, requirement to wear face masks and the cautionary measures to avoid spread of germs and viruses.
5. **Enhanced Cleaning and Disinfecting Protocols.** All businesses must follow the mandatory sanitation process listed below.
 - Use Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and bloodborne pathogens. The list of approved products can be found [HERE](#). Following the established guideline, cleaning and sanitizing products must be easily differentiated by color or visible labels.
 - Clean and properly disinfect surfaces regularly and increase the frequency for its sanitation. The general minimum frequency is every 60 minutes during operating hours and before and after every employee shift change (unless specified in the sections below).
 - Touchscreen computers must be disinfected after each use.



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- **Bathroom Care:** must be supplied with hand soap and single-use paper napkins or towels to dry hands.
 - Thoroughly clean and disinfect door handles, sink faucets and toilet handles, towel dispenser handle, soap dispenser push plates, baby changing station and trash receptacle touch points regularly.
 - Dispensers for soap, paper towels and toilet paper should also be fully stocked.
 - Employees should monitor restrooms frequently to ensure they do not require attention.
 - Ensure that the health and safety poster promoting handwashing and disinfection is clearly visible.
 - **Floor Care:** all indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, meeting rooms, food service areas, cafeteria should be mopped with a proper disinfectant as listed above.
 - Elevators: all buttons, floor, handrails & other areas of the elevators that can be touched must be sanitized regularly, at a recommended frequency of least once every 60 minutes.
 - Increase stock of all cleaning and sanitizing products. Make sure to arrange an appropriate delivery schedule with suppliers to avoid any supply interruption.
 - Waste must be handled with gloves/tongs, bagged properly, and bins must be emptied regularly.
 - In the case of disposing Personal Protective Equipment (PPE), follow the safety disposal protocol established by the [CDC](#) and the [WHO](#).
 - Enhance the air conditioning maintenance. Although COVID-19 is not transmitted by air, ongoing monitoring of filters and their proper replacement should be scheduled to secure correct indoor air quality.
6. **Safe Physical Distancing and Protective Equipment.** Employees and customers must follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE).
- Safe and Physical Distancing**
- Ensure that safe and social distance is maintained in all public areas. The minimum distance required is 6 feet (all around).
 - Areas where lines are formed must be clearly marked with floor decals or markers clearly indicating the appropriate physical distancing space. This includes and is not limited to entrance areas, reception, elevator lobbies, restaurant, valet parking station, vending machines and parking payment machines to list a few.



Protective Equipment

- Employees and customers must always wear a mask. This is required while in public areas.
 - Face masks while worn should protect the mouth and nose area.
 - Both, single-use masks or cloth masks, are acceptable.
- Employees are required to wear protective gloves while working. This is applicable to any associate handling items for patrons such as handing of plates, cutlery, food, drinks, papers, pens. Luggage and door attendants are also required to wear gloves. Gloves must be changed regularly.
- Employers are responsible for providing the appropriate protective equipment for their workforce.
- The use of physical barriers such as glass or acrylic “sneeze guards” is highly recommended for counter areas such as front desks or service stands. However, the implementation of these is not mandatory.

7. Staff Management Protocols:

- All businesses must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?
 - Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
 - Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?
 - Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
 - Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
 - If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.



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- For businesses of 5 employees or more, the role of **Health and Safety Officer** must be appointed. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off.
 - This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.
 - The Health and Safety Officer will be responsible to:
 - Secure the execution of the established guidelines and lead the implementation processes. Must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
 - Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
 - Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation. Instruct about occupational health.
 - Clearly communicate each employee's role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
 - Must also state the implications and potential consequences of not following the guidelines.
 - Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
 - Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
 - Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
 - Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).
 - Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
 - Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
 - Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
 - Know where to find local information on COVID-19 and local trends of COVID-19 cases.
 - Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.



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8. Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
9. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
10. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
11. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.
12. **Payment processing.** The use touchless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button or hand over a credit card.
 - In case a business cannot use touchless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.
13. A copy of this guide must be printed and be readily available for customers and employees to use as reference.



Lodging

Mandatory measures applicable for hotels, resorts, Paradores, Posadas, bed & breakfasts, small inns, condo-hotels, guesthouses, hostels, and time-shared properties.

Guest Experience

1. Mandatory wellness check point for all guests and customers. Temperature must be checked to all guests and customers upon entry to the lodging property using a no-contact infrared thermometer.
 - Arriving and In-house guests running a temperature of more than 100.4° F (per the [CDC](#) guidelines) should be offered assistance. It is recommended to take the guest(s) displaying elevated temperature to a private and isolated area for a secondary temperature check and additional screening of symptoms. After conducting the secondary screening and confirming that is a suspected case, the lodging staff should direct guest to the closest hospital or medical facility for examination and to be cleared from illness.
 - If guest refuses to seek medical care, they will be denied entry to the property and must receive a copy of the property's policy and Guest Safety Guide (See point #6 below).
 - Regular customers (not guests) running a temperature of more than 100.4° F (per the [CDC](#) guidelines) will not be allowed entry. In a polite and discreet manner, customers displaying elevated temperatures must be encouraged to receive medical attention.
2. **Travel Declaration and Contact Tracing.** Each guest must declare if experiencing health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. Guests must state if they are required to complete a self-quarantine or isolation during their stay based on medical recommendations, state or federal imposed guidelines.
3. All guest luggage must be disinfected upon entry. Ready to use disinfecting wipes must be readily available for guests or employees for the luggage disinfection upon entry.
4. Guests must always wear masks in public areas. If guest does not have a mask, lodging property staff is responsible to provide guests with one. A mask can be offered either on a complimentary basis and or sold at cost. Profit for the sale of personal protective equipment (PPE) for guests is not acceptable.
5. Front desk, luggage service and concierge stations must have a hand sanitizing station in the countertop or area. Must also follow appropriate floor safe distancing marks as indicated in the general measures of this guide.
 - Counter surface must be wiped and disinfected after every customer session.
 - Keeping swabs available for Guests to use for sanitizing their phone or credit cards is encouraged.



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6. Guest safety guide. At the time of check-in, guests must receive a booklet, flyer or brochure detailing the safety and hygiene measures taken at the property.
 - This information collateral should indicate the following:
 - The steps being taken by the property to safeguard everyone's health and safety.
 - What is expected from guests for their own safety and the requirements per the local authorities.
 - The new operational norms for restaurants, room service, housekeeping, laundry procedures and for the use of common areas.

Room Amenities

1. Suspend mini-bar service and in-room sale of items until further notice. Fridge does not have to be removed from the room, but it must be properly cleaned and disinfected.
2. Discontinue the delivery of newspapers. It is encouraged to have e-papers made available through email, SMS or an app.

Lobby and lounge areas

1. Management must rearrange the floor plan to secure a minimum of 6 feet between seating areas and tables and avoid congregation of patrons.
2. Self-service water, coffee or snacks stations are prohibited.

*For Bar and restaurant areas, see the specific guideline for these services.

Guest Elevators

1. Establish safe and social distancing in the elevators. Only one guest or party at a time.
2. Ensure that the safety instructions and elevators rules are clearly visible in the elevator lobby and inside each elevator unit. It is encouraged to apologize for the delay and inconvenience caused to the guests due to the new safety norms.
 - Signs must be placed next to the hand sanitizing station located at the elevator lobbies.
3. Provide ready to use disinfecting wipes in elevator lobbies and encourage the use of these to press the buttons.

Room Service

1. Property should secure touchless delivery of ordered items.
2. Room service attendant cannot enter the room.

*For other food management measures, see Bar and Restaurant section.



Pool, Jacuzzis, Hot Tubs and Beach Area

1. Chairs and tables must be reconfigured to secure safe separation of at least 6 feet between guest or parties.
 - Each chair and table must be disinfected before and after each use. Staff must be trained to secure this practice.
2. Self-service towels management is not allowed. Towels must be handed by an employee wearing the appropriate protective gear. Guests cannot get their own towel or touch other towels.
 - For properties without pool and beach attendants, it is recommended to leave the towels inside the guestrooms as part of the housekeeping service.
3. Social distancing must be safeguarded by all guests while inside the pool, jacuzzi, hot tubs or beach.
4. Provide ready to use disinfectant wipes stations in strategic locations around the pool lounge and beach chairs area to facilitate the disinfection of surfaces.

Spa, Gym and Fitness Centers

Must remain closed until further notice.

Business Centers

1. Secure the safe spacing minimum of 6 feet between work desks.
2. Limit the number of guests in the area based on maximum allowed.
3. Disinfect each desk, equipment (keyboards, mouse, monitor) and work area after each guest has moved out.

Back of the House and Operational Areas

Front Office

1. Prior to arrival, all guests must be informed about the local health and safety measures, and the specific actions taken by the property to secure everyone's wellbeing.
2. If Guest is traveling from any of the countries or regions included on the restricted list of the either [CDC](#) or the [U.S. Department of State](#), make sure you obtain detailed information about the Guest upfront before arrival or at time of making the reservation.
3. Create a separate check-in and check-out area if front desk area is expected to get over-crowded.
4. When possible, use online features to complete pre-arrival registration, check out, billing matters and payment processing to reduce contact and time at the front desk.



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5. Advise guests to inform about their check-out plans so that bills can be ready at the expected check out time.
6. Incremental costs associated with the implementation of the health and safety standards cannot be included or attributed as part of the resort fees. These new measures are not an amenity. It is a new operational standard.

Housekeeping

1. Housekeepers must wear a mask, single-use gloves and closed shoes when servicing each room.
2. Follow the [CDC high level infection control procedures to collect, wash and dispose laundry](#).
3. Attendant must clean and disinfect all room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, Trash bin, Iron handle, hangers, and luggage rack, faucet and toilet handles.
4. Bed linens must be changed at least every two days, or when requested by the guest if before the minimum established. All beds must be stripped after each guest stay, even if a bed is not used.
5. Bathroom towels and toiletries must be replaced after each customer's stay. Unused towels and toiletries cannot be reused.
6. A Cleaning and disinfection certification card must be placed on the bed top after finishing the cleaning service, and before leaving the room.
 - The card must state that the room was properly cleaned and sanitized.
 - Must be signed with the date and time of the service.
7. Discontinue turn down services to facilitate minimal contact and entry to the room.
8. An enhanced room cleaning and disinfection protocols must be designed and implemented for situations in which there are confirmed or suspected guests with COVID-19.
 - This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware.
9. Ice machines buttons and surfaces on them must be regularly and thoroughly disinfected.

Service Elevators

1. Secure safe distancing. Limit the number of employees at one time. Elevator floor must have safe distancing markings with directions, so that employees do not face each other and maintain distancing.



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2. Ensure that safety instructions are placed and easily visible inside the elevators.
3. Ensure elevator floor and buttons are regularly sanitized.
4. In case of having suspected cases, keep one elevator dedicated to handle any suspected cases for both guests and associates.
5. Install hand sanitizer dispensers inside the elevators.

General Management

1. The appointed Health and Safety Officer, along with management, must establish and constantly review the process to report any issues that arises in the hotel, including handling suspected cases or possible issues with the compliance for the new standards.
2. All vendors and service providers should be advised on how the property will accept goods, and the use of proper protective gear when servicing the business.
3. Uniforms should be exchanged daily. Must be washed and sanitized properly.
4. Larger business should plan to stagger shifts and breaks in order to avoid overcrowding during the Wellness Check Point for employees, the cafeteria, lockers and rest areas.



Restaurants and Bars

Located within lodging properties

Dining Room and Guest Experience

1. Guests must be encouraged to wash or sanitize their hands before seating.
2. **Safe and Social Distancing.** Rearrange floor plan of the bar and dining area. Ensure separation of at least 6 feet between table and chair setups.
 - When appropriate and practical, especially in booth seating setups, physical barriers such as acrylic shields are acceptable.
 - Related diners (i.e. family members, couples) can be seated together at one table. No maximum per table is established at the time of publishing of this guide (May 2020). It will be revised as the CDC and the Puerto Rico Department of Health establish the proper guideline for maximum per table.
 - Waiting area and host stand should incorporate the 6 feet social distancing minimum standard. Decals on the floor should be placed to mark where consumers should stand while waiting for service.
 - Use of communal tables are restricted unless proper 6ft safe distancing is applied between guests.
3. **Protective Equipment.** Waitstaff, runners, host, bartenders and customer facing cashiers should wear protective face masks during shifts. Gloves are required to those employees serving or handing items to customers.
4. **Cleaning and Disinfecting.** All table and surfaces must be thoroughly sanitized after each service. This includes dining tables, bar surface top, chairs and stools.
5. **Menus, Cocktail Lists and Wine Lists.** Reusable menus are prohibited. Restaurants should provide single-use paper menus or menu boards far from customers reach. All menus must be discarded after each customer use.
6. **Table setting.** Eliminate all table presets. Cutlery, glasses, napkins and any table setting such as candles and flowers must be brought to the table by the wait staff after customer is seated.
7. **Condiments.** Condiments are not allowed on the table. Must be brought upon request and must be sanitized after each use. These includes salt and pepper shakers, spices, ketchup, mayonnaise, mustard, hot sauces, sugar jars and packets to list a few.
8. Refrain from having mints, matches, toothpicks and any amenity for customers to take.



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9. **Buffet style serving**, salad bars and self-serving service food options are not allowed. Only 'a la carte' serving is permitted.
 - The only exception to this rule is when both of the following criteria are met:
 - A worker serves the food directly to the customers unused plate, and an appropriate barrier such as an acrylic or glass shield is used to separate food from customers reach.
10. **Self-service drinks stations** are allowed only when customers do not use common utensils or dispensers. Drink cups must be unused. Customers can only touch the cup and not the machine, a button, jar handle, carafe, or any self-serving unit. Lemons, limes and unwrapped straws must be removed from stations.

Bars

1. Guest congregation at the bar area is not allowed.
2. Bar seating is only allowed when the 6 feet safe distancing is applied. Guests must be 6 ft. apart from each party and 6 ft. from reaching items such as napkins, straws, glasses, condiments and ice including reach from bar items such as napkins, straws, glass.
3. Surfaces must be sanitized after each guest (bar top, chairs and railings for example).

Reception and Waiting Areas

1. Do not allow guests to congregate in waiting areas. Restaurant and bar management should establish a process to ensure guests are separated while waiting for a table or service.
2. When possible, encourage reservations to avoid crowding.

Kitchen and Back of the House

1. All restaurant management and kitchen staff must revise the [Managing Operations in a Foodservice Establishment](#) established by the [FDA](#).
 - Follow the 4 key steps to food safety established by the FDA: [Clean, Separate, Cook, and Chill](#).
 - Employees must sanitize equipment and surfaces that have come in contact with food and kitchen instruments and must do so after each task (FDA).
 - Cutting boards, blenders, grills and countertops should also be washed and disinfected after each use.
 - All supplies need to be fully sanitized before entering the kitchen, storage and refrigerators.
2. Secure that dish washing machines are operating at the required wash and rinse temperatures and ensure that the restaurant is using the appropriate detergents and sanitizers.
3. All kitchen and back of the house staff should wear face masks, single use gloves and hair nets. These must be provided by the employer.
4. Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams.



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5. Workstations should be placed in such a way that the staff is not facing each other and can maintain appropriate safe distance when possible.
6. Limit customers' and the public's access to the kitchen, storage and staff areas.
7. Vendors should be advised on how the business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.

Staffing

1. All employees must always wash their hands with soap and water for 20 seconds before their shifts and preparing food.
2. All employees should be encouraged to avoid touching their eyes, nose, and mouth always.
3. The shifts must be staggered in various 15 minutes slot to ensure there is no overcrowding in the lockers and lunch/dinner areas.



Short-term Rentals

Mandatory measures applicable for short-term rentals and tourism villas.

1. **Hand sanitizer.** All units must provide at least one hand sanitizing unit per stay. The sanitizer should be strategically placed close to the entrance door and visible upon guest entrance.
2. **Ready to use disinfecting wipes.** Each unit must have an adequate supply of disinfecting wipes for guests to use for cleaning and disinfecting purposes of the unit during their stay. Innkeeper is responsible for replenishing, as necessary.
3. **Hand soap.** Rentals must have hand soap for guests at each sink with running water. The supply or size of the soap must be adequate for the number of days the guest is staying in the unit. Innkeeper is responsible for replenishing, as necessary.
 - If supplying bar soap, it should be disposed and replaced upon registration of new guest.
4. **Guest check in process.** All guests must fill the **Travel Declaration and Contact Tracing Form** for short-term rentals within 2 hours of check in.
 - Each guest must declare if experiencing health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. Guests must state if they are required to complete a self-quarantine or isolation during their stay based on medical recommendations, state or federal imposed guidelines.
 - The form must be printed and ready for the guest to fill out upon check-in. The registered **Innkeeper ID from PRTC** must be printed on the form.
 - Forms must be sent to the Innkeeper electronically. Once filled, guest can take a picture of it and have it sent to Innkeeper within the specified timeframe.
 - Owners and property managers must keep records of the forms for at least 12 months. These must be accessible and chronologically organized in case of an audit.
 - **Health and Safety Guide.** Guests must receive a printed copy or an electronic file detailing the safety and hygiene measures taken by the property manager. This informational collateral should indicate the following:
 - The steps taken by the property to safeguard guest's health and safety, including cleaning and disinfecting procedures.
 - What is expected from guests to protect their own safety and the active requirements per the local authorities.
 - Inform guests that wearing a face mask in public areas is required, to wash their hands often, and always monitor for symptoms.
 - The Innkeeper's name, office telephone number, email, mobile number, emergency contact information and the PRTC registered Innkeeper number.



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- The following statement must be included in each property guide:
“This short-term rental’s Innkeeper is registered at the Puerto Rico Tourism Company and follows the Health and Safety measures enacted in May 2020. A copy of the Health and Safety measures can be found at <https://prtc-covid19.com/>.”

If you find that this property is not in compliance with the established standards, please reach out to the Puerto Rico Tourism Company (PRTC) via email to: strhealthandsafety@tourism.pr.gov. Include the location, Innkeeper number and description of the concern. The PRTC will get back to you to process your claim and get more information.”

5. **Cleaning and Disinfecting.** Owners, Innkeepers and attendants must take extraordinary measures and precautions to safeguard the health and safety of the guests and property’s staff.
 - Cleaning and maintenance staff must be trained to implement the new health and safety standards detailed on this guide.
 - Housekeepers must wear a mask and single-use gloves when servicing each unit. Gloves must be disposed after each cleaning shift.
 - High level disinfection process to collect and wash laundry must be followed in accordance to the [CDC](#) Laundry management guideline. All towels and linen must be replaced and properly washed after each customer’s stay. Unused towels and amenities cannot be reused.
 - Open outside doors and windows to increase air circulation in the area when servicing the unit.
 - Clean and disinfect all personal hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridge, collaterals (magazines, brochures), telephone and keypad, remote control, alarm clock, television, peephole, trash bin, Iron handle, hangers, and luggage rack, faucet, toilet seat and handles, shower head, stove buttons and surfaces, oven and microwave.
 - Clean and disinfect all cook ware, glasses, cutlery, serving utensils, coffee makers after each stay.
 - After completing the proper cleaning and disinfecting procedure, a tent card or postcard must be placed in the living area certifying that the rental unit was properly sanitized according to standards.
 - Placed strategically and noticeably by renter upon entering the rental unit.
6. Implement a 48 hour wait period (minimum) between rentals. The 48 hours begin the moment one guest leaves the unit. After the 48 hours are over, the next guest will be allowed to check-in and enter.
 - This is the recommended period to allow organic disinfection of surfaces and a precaution to address the possibility of particles that may remain airborne.
7. If a combination lock or key storage unit is used, make sure it is disinfected regularly and before each guest checks in.



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8. Establish a protocol to report and handle any suspected or positive cases of COVID-19 in each rental unit, in accordance to state guidelines.

Note: If rental does not have a registered Innkeeper number, visit [HERE](#) for more information about the process and contact information.



Casino

- 1. Entry protocol and wellness check point.** Guests must be greeted, asked to sanitize their hands, encourage to wear a face mask and have their temperature checked to ensure it is under 100.4°F.
 - Security staff will ask guests to briefly lower their masks for age and identification purposes.
 - Note: this wellness check point is additional to wellness check point upon entry to the hotel.
 - Guests confirmed to have a temperature over 100.4°F will not be allowed to the casino area, and in a polite and discreet manner, should be directed to receive medical care.
- 2. Health and Safety Signage.** Casino floor must have the health and hygiene posters in the entrance, throughout the floor and cage area.
 - Signage should remind guests to sanitize their stations before contact.
 - Must describe the health and safety protocol established by the casino, and their right to request disinfection of surfaces, seats and equipment at all times.
- 3. Personal Protection Equipment:** All employees and guests must always wear a face mask while in the casino.
 - Mouth and nose must be covered. Eyes must be clear from the covered area.
 - The use of gloves is required for table games where customers touch playing cards, dices, and dices.
- 4. Hand Sanitizing.** As stated in the general Health and Safety guidelines, hand sanitizer stations must be readily available for all customers while at the casino. These must be strategically situated in the entrance, floor area, change machines, cashier cage, and throughout the slots machine areas.
 - It is recommended to have a dispenser in every gaming table.
- 5. Ready to use sanitizing wipes** must be readily available for guests who want to sanitize their game stations prior to their use.
- 6. Cleaning and Disinfecting:** As indicated in the general Health and Safety guidelines, all equipment and surfaces must be thoroughly clean and disinfected frequently during casino operating hours.
 - Gaming tables, table rails, chairs, handrails and cup holders must be sanitized at least every 60 minutes or when each guest leaves a game.
 - Slots to be sanitized after each player abandons a station or once every 60 minutes for the unused stations.
 - A casino designated employee should ensure to complete a log in each section to track each machine's sanitization schedule.
 - Gaming chips must be cleaned and disinfected regularly.
 - Playing cards and dices must be replaced daily and disinfected properly when not disposed.
 - Employee workstations and work area surfaces must be sanitized regularly. Recommended every 60 minutes and after each change of shift or change of dealer.
 - Guests can always request to have a station sanitize. Casino must follow through and sanitize it immediately.



7. **Safe and Social Distancing.** Casino management should rearrange casino to secure the recommended safe distancing between players and play stations.
 - **Slot machines** must be reconfigured. Every other slot machine should be turned off and its chair removed.
 - Casino management must make sure that there is safe distance to the sides and back of each player. There must be safe distance to walk while players are seated.
 - **Table Games** must be reconfigured and have chairs removed to secure distancing.
 - Based on regular configuration, every other chair must be removed from the table allowing a maximum of three to four players (depending on size of table).
 - Casino management must ensure that distancing is also secured to the side and back of players.
 - Cage area must have clearly marked floor decals to secure the 6' separation while guests wait in line.
 - Casino attendants must ensure that guests do not congregate around slots and game tables.
8. **Bar and Food Service** is allowed in the casino. See Restaurant and Bar section of this guide for more details.
9. **Capacity and Crowd Control.** Casino management is required to set a new guest capacity limit based on the gaming positions (chairs) available once the floor plan is reconfigured.
 - Internal controls to manage counting and capacity control must be put in place.
 - In the case of exceeding capacity and having players waiting, casinos must establish a system to control the waiting of players while securing safe distancing.



Endorsed Tourist Transportation and Tour Operators

1. **Cleaning and Disinfecting.** The vehicle (car, van or bus) must be disinfected properly after each passenger drop off, and before picking up new riders.
2. **Hand Sanitizing.** Vehicles are required to have hand sanitizer readily available for all passengers. Drivers should encourage passengers to sanitize their hands before boarding the vehicle.
3. **Protective Equipment.** Driver and passengers must always wear a face mask. Driver is required to wear gloves when handling doors, luggage and passenger's personal property.
4. **Safe Distancing.** When possible, the driver section should be segregated with a temporary plastic, acrylic or transparent sheet.
5. **Health and Safety Signage.** A poster or booklet describing the health and safety measures taken by the transportation company must be developed. It should be placed in the seat back pocket of the driver seat, and easily visible by the riders.

Note: The protocol and measures for group tours, group transportation and cruises shore excursions will be developed once the Federal and Local Government guidelines are received.



Appendix 1 **Travel Declaration and Contact Tracing Form Lodging**

Name of primary guest: _____

Party Size: _____ Origin Destination: _____ (City)
 _____ (State) _____ (Country)

Date and time of arrival to Puerto Rico: ___/___/20___ :___ AM/PM

Hotel / Lodging Property: _____

Temperature recorded upon check-in.

Primary Guest _____ °F
 Guest #2 _____ °F
 Guest #3 _____ °F
 Guest #4 _____ °F

Have you, or anyone in your party have had the following symptoms? Please circle relevant choices:

- | | | |
|---------------|---------------------|------------------|
| Fever | Dry cough | Body aches |
| Headaches | Sore throat | Runny nose |
| Tiredness | Shortness of breath | Loss of Appetite |
| Loss of Taste | Other _____ | |

Have you been in contact with anyone confirmed with COVID-19 in the past 14 days?

Yes No

Have you been in contact with anyone suspected to have COVID-19 in the past 14 days?

Yes No

Have you been to affected countries/regions that are restricted for travel to the United States in the past 14 days?

Yes No

If yes, please indicate the affected countries/regions _____

Staff Recording Declaration: _____ Date/Time: ___/___/2020 ___:___ AM/PM



Appendix 2 Travel Declaration and Contact Tracing Form
Short-term rentals

Name of primary guest: _____

Party Size: _____ Origin Destination: _____(City)
_____ (State) _____(Country)

Date and time of arrival to Puerto Rico: ___/___/20___ :___ AM/PM

Property Address: _____ PRTC Innkeeper ID: _____

Have you, or anyone in your party have had the following symptoms? Please circle relevant choices:

- Fever Dry cough Body aches
Headaches Sore throat Runny nose
Tiredness Shortness of breath Loss of Appetite
Loss of Taste Other _____

Have you been in contact with anyone confirmed with COVID-19 in the past 14 days?
Yes No

Have you been in contact with anyone suspected to have COVID-19 in the past 14 days?
Yes No

Have you been to affected countries/regions that are restricted for travel to the United States in the
past 14 days?
Yes No

If yes, please indicate the affected countries/regions _____

Was the rental unit sanitized properly, and proper signage was placed to certify the sanitization process?
Yes No



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

Sources and Additional Information

ASORE Restaurant Reopening Guide https://asorepr.com/wp-content/uploads/2020/04/ASORE_Nuestro_Compromiso.pdf

CDC <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
<https://www.nrn.com/operations/national-restaurant-association-releases-coronavirus-reopening-guide-industry>

CDC Use of PPE Guidelines: <https://www.cdc.gov/hai/pdfs/ppe/ppeslides6-29-04.pdf>

FDA Hazard Analysis Critical Control Point (HACCP): <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

OSHA 3990: <https://www.osha.gov/Publications/OSHA3990.pdf>

National Restaurant Association: <https://www.restaurant.org/Home>

United Nations World Tourism Organization (UNWTO):
http://tourism4sdgs.org/covid19_initiatives/operational-guidelines-for-covid-19-management-in-the-accommodation-sector/

US Department of State: <https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>

US Travel Association: <https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>

World Health Organization (WHO): <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>