

Sample signage: This is an example; discuss exact wording with your legal counsel and risk manager, considering the circumstances of your hotel.

Welcome to the _____ Hotel.

We are currently offering a Caregiver Discount Program for health care workers and have guests in our hotel who have likely been exposed to COVID-19.

If you **have tested positive for or are experiencing symptoms of COVID-19** as set forth by the CDC, please call our front desk before entering, XXX-XXX-XXXX. This helps us prepare for your arrival and to protect our staff and other guests from possible exposure. In addition:

- Upon entering, please understand that our staff has been instructed to follow CDC guidelines and therefore will not greet you with a handshake or any other sort of physical contact.
- Please stand at least 6 feet away from the check-in desk and approach it only when asked to by our staff members.
- The front desk will issue you a face mask. Wear the mask any time you must leave your room. Due to limited supplies, we cannot replace these masks, so please keep it clean and use it when outside your room during the duration of your stay. Please also avoid riding in the elevators with others.
- During your stay, our housekeepers will not enter your room. Fresh towels, linens, room service and any other items you need will be delivered outside your door; hotel staff will knock to let you know the items are there.

Thank you – we appreciate your understanding,
<Hotel name> staff

Our loss control service is advisory only and should not be interpreted as legal advice. This list is not intended to be all-inclusive, nor will every exposure or control listed apply to each risk. We assume no responsibility for management or control of customer loss control activities nor for implementation of recommended corrective measures. The information in this publication was compiled from sources believed to be reliable for informational purposes only. All sample policies and procedures herein should serve as a guide only, used to create your own policies and procedures. We do not warrant that requirements of any federal, state or local law, regulation or ordinance have or have not been met, nor that compliance with any or all of the recommendations stated herein will guarantee coverage under any specific factual scenario. Changes to your operations may impact coverage under your insurance policy. We do not warrant to have identified all hazards. We do not guarantee the accuracy of the information contained herein, and disclaim any liability arising out of reliance on information contained herein.

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