



Lobby Personnel Best Practices for Travelers Arriving at Your Hotel*

- Use the minimum number of employees to manage all activities in lobby and surrounding area.
- Designate a sufficient number of employees, depending on traffic, to serve as greeters to anyone walking in the hotel. Greeters should ask anyone who enters from any entrance: Where are you traveling from? Greeters should inform lobby and other appropriate personnel where individuals are traveling from so that they are prepared to deal with traveler.
- Provide hand sanitizer in an accessible and visible location and request all who enter to use it. Encourage all parties to wash hands if practical prior to engaging with lobby staff or walking to guest rooms or other common areas.
- All common touch points such as doors, hand sanitizer containers, front desk, lobby furniture, telephones, elevator buttons, stair entrances, computer screens, other office machinery available to guests, restroom doors, stall doors, faucets, coffee stations, breakfast bar utensils, etc. should be regularly sanitized using decontaminant with ability to kill viruses (this will be noted on product label).
- Establish distance of six feet or more between personnel and traveler using signs, ropes or other markers to assist guests in adhering to these limits. Manage elevators to incorporate distancing requirements.
- When checking in, allow traveler to keep pen if one is used. If not, be sure to appropriately sanitize pen after use. Conduct all check-in activities electronically, if possible.
- In accordance with Chapter 509.141(1), you may refuse service to anyone "... who, in the opinion of the operator, is a person the continued entertainment of whom would be detrimental to such establishment. The admission to, or the removal from, such establishment shall not be based upon race, creed, color, sex, physical disability, or national origin."

Governor Ron DeSantis's Executive Orders 20-80 and 20-82 require certain travelers to adhere to self-isolation requirements. Be certain to ask anyone checking in the following questions*:

Travelers to Florida must comply with the following requirements. You may ask every traveler the following questions:

- Did you know that if you are coming from a location with community spread that you must quarantine for a period of 14 days from the time of entry into the State of Florida or for the duration of your presence in the State of Florida, whichever is shorter?
- Did you know that you are responsible for all costs associated with your quarantine, including transportation, lodging, food, medical care, and any other expenses you expend to sustain yourself during this period?
- Did you know that while in Florida, you are required to advise any person you come into direct physical contact within 21 days upon your arrival that you have traveled from an area with substantial community spread of the Novel Coronavirus Disease 2019 (COVID-19)?
- Did you know that failure to follow these orders is a second-degree misdemeanor pursuant to section 252.50, Florida Statutes, and is punishable of up to 60 days of imprisonment, a \$500 fine, or both?
- While not mandated by law, the following quarantine practices are suggested:
 - Stay in your room.
 - Monitor your health by taking your temperature twice a day and monitor for a fever of 100.4°F/38°C or higher. Also watch for cough or trouble breathing.
 - Practice social distancing with anyone you come into contact with by maintaining a distance of at least 6 feet or 2 meters.
 - If you feel ill, contact your physician or insurance provider to determine if telemedicine is appropriate.

**These are best practices designed to offer guidance and assistance. They should not be construed as legal advice. Each establishment is responsible for ensuring that it is compliant with existing laws and Executive Orders as issued by the state or local government. For additional guidance specific to your location and situation, please seek guidance from your legal counsel.*

Hotel personnel are not responsible for travelers' compliance with the provisions of the Executive Orders. Any issues or concerns with enforcement or compliance should be referred to local law enforcement.