Safe lodging checklist: 
Start by asking 5 questions

Booking a place to stay today should include checking safety measures. Mayo Clinic Patient Travel Services is a great option for most travelers. After business hours, turn to this checklist, which reflects the vetting Patient Travel Services completes before recommending a hotel property to patients.

1 WHAT ARE YOUR BOOKING AND CANCELLATION POLICIES?
   - Is there an option to ask for a previously vacant room (48 to 72 hours)?
   - How long are rooms vacant between guest stays?
   - What’s your cancellation policy for health reasons?

2 ARE SOCIAL DISTANCING MEASURES (SPACING) VISIBLY APPARENT AND VERBALLY REINFORCED?
   - In the lobby?
   - At the front desk?
   - In parking areas?

3 WHAT SAFE FOOD AND BEVERAGE OPTIONS DO YOU OFFER?
   - Are there prepackaged foods and grab-and-go items?
   - Has traditional room service been replaced with a no-contact delivery method?
   - What precautions have been added to traditional buffet service?
   - Does staff wear personal protective equipment (PPE) during buffet service?

4 CAN YOU TELL ME ABOUT YOUR ENHANCED CLEANING POLICIES?
   - Are surfaces in public and communal areas cleaned multiple times a day?
   - Are elevators cleaned at regular intervals throughout day?
   - How are food preparation and laundry areas cleaned?

5 WHAT’S YOUR MASKING POLICY? ARE MASKS REQUIRED OR SUGGESTED?
   - For guests?
   - For staff?
Optional, more-rigorous questions

Mayo Clinic Patient Travel Services staff also confirms that lodging properties adhere to the following safety measures before recommending them to you.

DO YOUR EMPLOYEES RECEIVE SAFETY TRAINING?
- Hand-washing procedures?
- Facility sanitation protocols?
- Use of PPE?

DO YOU OFFER SAFETY AND SANITATION TRAINING FROM THE CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) FOR STAFF WITH FREQUENT GUEST CONTACT?
- Housekeeping?
- Food and beverage?
- Public area department?
- Hotel operations?
- Security?
- Valet, door and bell services?
- Maintenance and engineering?

DO YOU NOTIFY LOCAL HEALTH OFFICIALS WHEN YOU ENCOUNTER THE FOLLOWING HEALTH ISSUES?
- Guest health concerns?
- Employee health concerns?
- Any confirmed cases of COVID-19?

DO YOU FOLLOW RECOMMENDED SAFETY PROTOCOLS WHEN YOU ENCOUNTER A CONFIRMED CASE OF COVID-19?
- Closing affected guest rooms?
- Disinfecting affected guest rooms?
- Room recovery protocol (quarantine)?