

# 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)?