



Information for Hotel & Lodging Guests

What is it?

A virus is a microscopic biological agent that reproduces inside the cells of a living host. Coronaviruses can cause illness similar to common colds, or much more serious diseases. The COVID-19 virus is a new, respiratory illness that can spread from person-to-person.

Special care in hotel & lodging environments

Hotel & lodging properties are strictly following critical cleaning and maintenance procedures to help prevent the spread of all illnesses. The risk of guests who may be infected staying in a particular hotel is currently extremely low. Guests can take steps which will help hotels & lodging properties effectively fight the spread of all illnesses, including COVID-19.

Help Prevent Spreading



- **WASH** your hands frequently with soap and water for at least 20 seconds — before and after eating, and after going to the toilet, and use sanitizer that contains 60-95% alcohol



- **COVER** your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitizer



- **AVOID** physical contact with others (touching, kissing, hugging, and other intimate contact)



- **AVOID** touching your eyes, nose, and mouth



- **CLEAN & DISINFECT** frequently-touched objects and surfaces



- **STAY AT HOME** when sick

Q&A

Q: How does it spread?

A: Direct contact with an infected person, contact with droplets when a person with a confirmed infection coughs or sneezes, or touching objects or surfaces that are contaminated (including door handles, tables, etc.) and then touching your mouth or face.

Q: What are the symptoms?

A: Symptoms that may appear 2-14 days after exposure include FEVER, COUGH, SORE THROAT, SHORTNESS OF BREATH and FATIGUE.

Q: If you suspect you are sick, should you work?

A: DO NOT go to work, but call in. Do not go out in public except for medical care. See medical information at ohiolodging.com/COVID19

Q: How will COVID-19 be reported if it does occur?

A: The Ohio Dept. of Health has declared COVID-19 an immediately reportable disease. Those required to report to local health districts include physicians providing care, administrators in charge of hospitals, clinics or other institutions providing care or treatment, laboratory administrators, or any individual having knowledge of a person with COVID-19. The key is to get medical attention, and the illness will be reported.

Hotel and travel concerns

Cancellations. Many hotel brands are waiving cancellation fees for certain guests, in very specific situations. Be sure to check current policies with the hotel brand, as applicable. Also check with corporate contacts regarding any specific local policies as the situation changes.

Travel and event insurance. Some insurance may cover cancellations due to coronavirus, but this varies by circumstances, insurance policy, and carrier. Refer to your travel or event insurance policy and carrier if you have their coverage. Your credit card company may also provide benefits if you used one to make your reservation or pay deposits. OHLA provides an event insurance option for your group events and exhibitors. Contact OHLA for info.

FOR MORE INFORMATION See links with daily updated information at www.ohiolodging.com/COVID19
Contact Ohio Hotel & Lodging Association at 614-461-6462 or info@ohla.org