

COVID-19 (Coronavirus)

Phase
4

Guidance for Tourist Accommodations in Bermuda



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GOVERNMENT OF BERMUDA
Ministry of Health

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COVID-19 Guidance for Tourist Accommodations in Bermuda

As of 1st July 2020, commercial airlines were welcomed to Bermuda. Due to the COVID-19 pandemic, the Bermuda Government has put in place traveller protocols, which include the requirement for both visitors and residents to apply for a Travel Authorisation and to quarantine upon arrival. **For more information about these requirements visit:** <https://www.gov.bm/coronavirus-travellers>

What must guests do while in Bermuda?

Visitors arriving in Bermuda must quarantine until they receive the results of their arrival PCR COVID-19 test (between 6 to 8 hours after arrival if during the day). There will be testing requirements, which will be outlined on <https://www.gov.bm/coronavirus-travellers>

Every day, twice a day, they must also record their symptoms and temperature for up to 14 days. If they have a temperature over 100.4 F or 38C, they should contact a health official on covid19surv@gov.bm or the hotline on +1(441) 444-2498.

What does quarantine mean?

Quarantine is used to prevent the possible spread of an infectious disease. Quarantine means that a person with no symptoms must stay in their home or accommodation and keep two metres (six feet) away from others.

What is isolation?

Individuals are isolated when they have tested positive for COVID-19 or have symptoms, including fever and cough. Isolated people *must* stay at in the room at their accommodation (or in hospital, if critically ill). Isolated persons should not be in contact with others. If interaction is required (i.e. a medical visit), keep two metres (six feet) away from others and wear a mask.

Isolation vs. Quarantine

To clarify, when a person is quarantined, they don't have symptoms, but are separated from others. When a person is isolated, they have symptoms and are kept away from others. Both of these measures are used to prevent the spread of an infectious disease.

What should guests avoid while quarantined?*

If a guest is quarantined, they should not leave their room. **This means they should NOT:**

- Use shared facilities e.g. laundry, ice machines, and corridors.
- Go to the bar or restaurant
- Be in public areas
- Enter swimming pools
- Wander the halls
- Go to the spa
- Go to the beach
- Work out at the gym
- Go to the laundry

**not a full list, but examples of typical areas at hotels which guests should avoid*

What can guests do while quarantined?

Depending on the nature of their work, guests can work from their room. They can be in contact with their office and colleagues by phone, email, video conferencing and other online channels.

Guests may communicate with family and friends by phone, email, through social media and other online methods.

If their room has a balcony, they can sit outside if there are no other people in the immediate area. They must be two metres (six feet) from others.

Things to consider when operating a tourist accommodation during the COVID-19 pandemic

1. Ensure the accommodation has a plan in place for a guest to quarantine and/or isolate. For example, is there a separate entrance? How will arriving guests keep their distance from other guests, household members or staff? How will you check-in your guests while maintaining strict physical distancing?

A shared home vacation rental is particularly high risk at this time and will make quarantine or isolation of guests more problematic.

2. Put in place an appropriate cleaning schedule for the unit by a professional or trained cleaner. Review requirements for cleaning [with a case or without a known case of COVID-19](#). See also the Self-Catering Accommodation Cleaning Checklist in [Annex I](#). [*Hotel Cleaning Checklist is in development*].
3. Implement extended periods between guests to ensure proper cleaning—4 hours is the minimum time but 12 to 24 hours is preferred.
4. Have plans in place in the event you may need to cancel future guests due to a current guest testing positive for COVID-19.
5. Consider the financial liabilities if a guest must remain in your accommodation for an extended period (at least 14 days from their positive test) if they test positive for COVID-19. How will you be compensated by the guest?
6. When arriving guests quarantine or must isolate how will those rooms be identified so staff are aware? Will you use a sticker? A room chart?
7. How will you communicate with your guests if problems arise? Is it by phone only?
8. Identify the guidance you will provide guests to ensure they are aware of their responsibilities for hygiene, mask wearing and physical distancing while staying in your property and Bermuda.

How can I, as a tourist accommodation operator, assist guests under quarantine or in isolation?

If a guest needs support, such as necessary items and supplies to be bought, where possible, the tourism accommodation can make practical arrangements or direct them how to acquire the items online or by phone. Purchases should be left outside the guest's room and the guest notified the item is outside their door. Staff should not touch the guest and must stay two metres (six feet) away.

When room service is ordered, the tray should be left outside the door and the guest notified. Guests may also order from grocery stores and restaurants which use delivery services. You may wish to prepare a list of these services for your guests for their ease and to reduce your interaction with the guest.

If it is absolutely necessary to enter the room when the guest is present (e.g. a plumbing or electricity issue), 6ft of distance must be maintained and masks must be worn by all persons.

Helpful Guidance

[Infection Prevention and Control Training \(Mandatory\)](#)

[Cleaning and disinfection of community facilities with known or suspected cases](#)

[Cleaning and disinfection of community facilities without known or suspected cases](#)

Annex I: Check List for Cleaning Self-Catering Units

1. **ALL SURFACES ARE TO BE CLEANED FIRST, THEN DISINFECTED**
2. **APPROPRIATE PPE (GLOVES, MASK APRON) SHOULD BE WORN WHEN CLEANING, AND PPE SHOULD BE CHANGED BETWEEN PROPERTIES**
3. **CONSIDERATION SHOULD BE TAKEN TO ADDRESS THE IMPACT OF CHILDREN AS WELL AS ADULTS: TOUCHING LOWER WALL HEIGHTS AND PARTS OF FURNITURE.**
4. **VENTILATE UNIT BEFORE YOU CLEAN ALLOWING FRESH AIR TO CIRCULATE FOR AT LEAST 30 MINUTES BEFORE GOING INTO CLEAN.**

Entrance	
Key lock box cleaned	
Keys cleaned	
External handles wiped and disinfected	
Communal Parts	
Internal doors and door furniture wiped and disinfected	
Wipe down walls (children's handprints)	
High level surfaces dusted	
Light and power switches wiped and disinfected	
Surfaces, including baseboards wiped and disinfected	
Bannisters wiped and disinfected	
Windows cleaned	
Floors vacuumed and sprayed with virucidal disinfectant mist	
Wipe down fire extinguishers	
Living Spaces	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, including skirting boards wiped and disinfected	

Electrical equipment, wifi hub and remote controls wiped down	
Soft furnishings and curtains steamed	
Mirrors cleaned	
Windows cleaned	
Carpets vacuumed and sprayed with virucidal disinfectant mist empty vacuum after use	
Hard flooring vacuumed and mopped with virucidal disinfectant	
Empty Bins and disinfect	
Kitchen	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, including baseboards wiped and disinfected	
Electrical equipment, wifi hub and remote controls wiped down	
Soft furnishings and curtains steamed	
Mirrors cleaned	
Windows cleaned	
Hard flooring vacuumed and mopped with virucidal disinfectant	
Empty Bins and disinfect	
Washing machine / Laundry baskets & hamper /dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	
Oven and hob: clean and disinfected surfaces, doors, handles and controls	
Fridge: clean and disinfected inside and out, including handle	
Pans, crockery, utensils to be washed in the dishwasher	
Drawers and cupboards wiped and disinfected	
Floor vacuumed and mopped with virucidal disinfectant	
Clean and disinfect high chair	

Bedrooms	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, including baseboards wiped and disinfected	
Electrical equipment, wifi hub and remote controls wiped down	
Drawers and cupboards wiped and disinfected	
Soft furnishings and curtains steamed	
Mirrors cleaned	
Windows cleaned	
Carpets vacuumed and sprayed with virucidal disinfectant mist	
Empty Bins and disinfect	
Bathrooms	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
Clean tiles	
Clean shower / bath / sink including pedestals and splashbacks	
Remove shower head and clean	
Clean and sanitise taps	
Clean plugholes and pour disinfectant down	
Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim	
All surfaces and furniture, including skirting boards wiped and disinfected	
Electrical equipment, wifi hub and remote controls wiped down	
Soft furnishings and curtains steamed	
Mirrors cleaned	

Windows cleaned	
Carpets hoovered and sprayed with virucidal disinfectant mist	
Hard flooring hoovered and mopped with virucidal disinfectant	
Soak toilet brushes in bleach	
Outside Space	
Ensure bins are labelled (separate bin for used cloths and PPE equipment)	
Disinfect bin lids	
Clean outdoor furniture and gates	
Clean pool guardrails, hot tubs, etc.	
Clean any outdoor play equipment	
Clean Barbeques	