



**COMMISSIONER, BRUHAT BANGALORE MAHANAGARA PALIKE**

Narasimha Raja Square, Bangalore-560 002. INDIA

Phone : 080-22237455 / 22221286 Fax : 080-22223194

E-Mail : commissioner@bmponline.org

No: COMM/CWR/ADVISORY-HOTELS & HOSPITALITY UNITS/2020-21

Date: 10-06-2020

**Advisory for Hotels and Hospitality Units  
In the Context of Unlock 1.0**

**To All the Concerned**

In exercise of powers conferred under Section 24 of the Disaster Management Act, 2005 to Commissioner, Bruhat Bengaluru Mahanagara Palike (BBMP) through Order No: RD158TNR 2020 dated 14.04.2020 of Government of Karnataka and in accordance with National Directives issued by the Ministry of Home Affairs, Government of India, and SOP issued by Ministry of Health and Family Welfare, Government of India, the following advisory is issued for BBMP to contain the spread of COVID-19 pandemic at Hotels and other Hospitality Units in the city.

This advisory is issued for necessary implementation during the Phased Reopening (Unlock 1.0) to contain the spread of COVID-19 pandemic at Advisory –to contain the spread of Covid-19 in Hotels and Other Hospitality Units. All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services.

The advisory aims to minimize all possible physical contacts between Staff and Guests and maintain physical distancing and other preventive and safety measures against COVID-19 spread and follow the directions in this advisory for the Safety of our Citizens and the City in this Unlock 1.0 period.

**At the outset, the main directions to be followed at Hotels and Other Hospitality Units are:**

- ✓ Hotels and Other Hospitality Units in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.
- ✓ Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet, etc. for both check-in and check-out Tables to be sanitized each time customer leaves.

- ✓ Persons above 65 years of age, persons with comorbidities, pregnant women, and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel Owners and Managements to display boards at the entrances.
- ✓ Large gatherings/congregation continue to remain prohibited.
- ✓ Gaming Arcades / Children Play Areas / Swimming Pools / Common Play Areas shall remain closed.

Along with these National directives, the following directives shall be read and followed for containment of the spread of the COVID-19 Pandemic:

**1. Physical Distancing:**

- ✓ Physical Distancing for a minimum of 6 feet, wearing a mask at the premises is mandatory and respiratory etiquettes to be strictly followed.
- ✓ Staggering of visitors to be done, to the maximum extent possible.
- ✓ Adequate manpower shall be deployed by the Management for ensuring Physical Distancing norms.
- ✓ Proper crowd management within the premises, in the parking lots, shops, stalls, cafeteria, etc. and outside the premises shall be duly followed with Physical Distancing norms at all times.
- ✓ Specific markings in the queue and seating arrangement inside the premises should adhere to Physical Distancing norms, separate entry and exits for visitors, workers and goods/supplies shall be organized.
- ✓ Seating arrangement, number of people inside the restaurants shall ensure there is adequate Physical Distancing.
- ✓ There shall be restrictions on the number of people in the lift areas to ensure Physical Distancing norms. The demarcation of space shall be made inside the lifts.
- ✓ While using the elevators to ensure Physical Distancing norms, one person on alternate steps can be encouraged.





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Narasimha Raja Square, Bengaluru – 560002

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**2. Sanitization:**

- ✓ Frequent handwashing with soap shall be done. Sanitizers for hand hygiene shall be provided and used at the entrances regularly.
- ✓ All Hotels and other Hospitality Units should conduct thermal screening provisions at the entrance and only asymptomatic person(s) shall be allowed.
- ✓ Frequent cleaning and disinfection of floors, doorknobs, elevator buttons, handrails, benches, escalators, etc. are mandatory.
- ✓ Effective sanitization within the premises shall be maintained with particular focus on lavatories, drinking, and handwashing stations/areas at all times. Deep cleaning of all washrooms shall be ensured at regular intervals.
- ✓ Proper disposal of face covers/masks/gloves leftover by visitors and/or employees should be ensured.

**3. At the Reception Desk:**

- ✓ Details of the guest (travel history, medical condition, etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- ✓ Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms.
- ✓ Luggage should be disinfected before sending the luggage to the rooms.
- ✓ Guests who are at higher risk i.e. those who are older, pregnant, or those who have comorbidity conditions are advised to take extra precautions.
- ✓ Guests should be advised not to visit areas falling within the containment zone in the city.

**4. Rooms and Upkeep:**

- ✓ Rooms and other service areas shall be sanitized each time a guest leaves.
- ✓ Room service or takeaways to be encouraged, instead of the Dine-In option.
- ✓ The food service personnel should leave the food at the guest or customer's door and not handed directly to the receiver.
- ✓ The staff for food deliveries shall be screened thermally every day by the Hotels and other Hospitality Units authorities before allowing deliveries.

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- ✓ For room service, communication between guests and in-house staff should be through intercom / mobile phone and room service (if any) should be provided while maintaining an adequate physical distance.

**5. In the food-courts:**

- ✓ Adequate crowd and queue management to ensure that physical distancing norms are followed.
- ✓ Food court staff/waiters should wear masks and hand gloves and take other required precautionary measures.
- ✓ In food courts and restaurants, not more than 50% of the seating capacity to be permitted.
- ✓ The seating arrangement to ensure physical distancing between persons as far as feasible.
- ✓ Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- ✓ Tables to be sanitized every time customer leaves compulsorily.
- ✓ In the kitchen, the staff to follow physical distancing norms.

**6. Masks / Face Coverings:**

- ✓ All workers/customers/visitors to be allowed entry only if using face covers/masks. The face covers/masks have to be worn at all times inside the hotels and other hospitality units.
- ✓ Also, it is important to wear a face mask correctly. The FAQs about how to wear a mask are available for access on the link here: <http://covid19.bbmpgov.in/pages/faqs>.

**7. Other Important Directives:**

- ✓ Self-monitoring of health and reporting any illness at the earliest to BBMP helpline.
- ✓ Spitting should be strictly prohibited.
- ✓ The directives issued in connection with restaurants and saloons are annexed for further information and can be accessed here also: <http://covid19.bbmpgov.in>.
- ✓ Prominently displaying of the IEC materials and Audio / Video clips to spread awareness on preventive measures for COVID-19 should be regularly taken up.



**COMMISSIONER, BRUHAT BENGALURU MAHANGARA PALIKE**  
Narasimha Raja Square, Bengaluru – 560002

**8. To Staff and Employees:**

- ✓ All employees who are at higher risk i.e. older employees, pregnant employees, and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.
- ✓ Valet parking shall not be allowed.
- ✓ For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24° C - 30° C, relative humidity should be in the range of 40 % - 70 %, in-take of fresh air should be as much as possible and cross ventilation should be adequate.

**9. In case of a suspect or confirmed case in the premises:**

- ✓ Isolate the person from others at the workplace.
- ✓ Immediately inform the nearest medical facility (hospital/clinic) or call the state or BBMP helpline.
- ✓ A risk assessment will be undertaken by the designated public health authority and the need for disinfection.
- ✓ Disinfection of the premises to be taken up if the person is found COVID-19 Positive.


**Persons above 65 years of age, persons with comorbidities, pregnant women, and children below the age of 10 years are advised to stay at home and avoid unnecessary movement/travel as much as possible.**

For information of Bengaluru Citizens, the FAQs in connection with this advisory and other advisories issued by the undersigned in the context of Unlock 1.0 can be accessed at the link here: <http://covid19.bbmpgov.in/pages/faqs>. This advisory can be accessed on the BBMP COVID-19 Dashboard. The link to access is <http://covid19.bbmpgov.in>.

The National Directives about Face Coverings / Physical Distancing / No spitting / No urinating in Public Places shall be followed as a matter of Social Responsibility and for Personal Safety. Your Health and Safety is our prime concern. Let us adapt to the New

Norm to Stay Safe and strive sincerely to keep Namma Bengaluru Safe in this fight against the COVID-19 pandemic.

This is issued on 10<sup>th</sup> June 2020 for information of all Hotels and other Hospitality Units and the citizens in the jurisdiction of Bruhat Bengaluru Mahanagara Palike.

  
B H Anil Kumar IAS 10/6/2020  
Commissioner,  
Bruhat Bengaluru Mahanagara Palike.

BBMP Bulletin <http://bbmp.gov.in/covid19bulletins>

FAQs <https://covid19.bbmpgov.in/pages/faqs>

Helplines 080 2266 0000 / 94806 85888



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