



Date: 08th September, 2020

To,

The President,

1. Hotel & Restaurant Association western India (HRAWI)
2. Hotel Association of India (HAI)
3. Indian Heritage Hotels Association (IHHA)
4. IATO, MAHARASHTRA

Subject: Covid Compliance SOPs for Accommodation Units

Government of Maharashtra has recently announced opening of the Hospitality sector. With the fresh guidelines been issued for unlock mission 4 as on 31st August 2020, the State Government has allowed –

1. the accommodation sector to operate with 100% capacity.
2. Interdistrict movement of persons and goods without imposing any restrictions

In view of safe and secure operations of the hospitality sector post Covid 19 Pandemic situation, the Department of Tourism, Government of Maharashtra issues Standard Operating Procedures for following accommodation Units across Maharashtra other than containment zones.

Annexure – 'A': Hotels & Resorts

Annexure – 'B': Homestays, B&Bs, Farm-stays

Annexure – 'C': Self Certification Format

All tourism stakeholders of Maharashtra need to mandatorily follow the respective protocols as specified in the annexures of this document. The protocols have been compiled based on inputs from a variety of sources to ensure that they are comprehensive and effective. The best practices and guidance issued by authorities such as Ministry of Health and Family Welfare, WHO, UNWTO, and Ministry of Tourism, Government of India helped form the baseline for these protocols. Additionally, guidelines such as SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19, issued by Ministry of Health and Family Welfare, Government of India, COVID-19 Safety and Hygiene Guidelines for Tourism Sector (Hospitality Unit) issued by Ministry of Tourism, Government of India and Food Hygiene and Safety Guidelines issued by FSSAI were studied to identify operational improvements for hygiene and safety.

Safety Precautions:

In view of safety of its workers and customers as coronavirus continues to spread, the hospitality industry is strongly advised to take prudent measures to mitigate potential financial losses stemming from COVID-19 outbreaks within its facilities or its supplier operations, including a thorough review of the insurance coverage provided by the establishment to its employees. Policyholders in hospitality and other consumer-facing tourism industries would be well advised to review the scope of general liability coverage for staff and businesses, especially with respect to medical insurance for employees in view of COVID-19.

Compliance & Self-Certification:

The Department of Tourism, Government of Maharashtra undertakes all appropriate measures to ensure a smooth and hassle-free opening of the travel and tourism sector in the state in phased manner. It is incumbent upon each stakeholder in the travel and tourism industry, especially the accommodation units, to ensure that all checks and balances are put in place and protocols implemented in a proactive manner. In order to ensure adherence to the protocols issued by the department and for instilling a sense of ownership amongst the various stakeholders, in this initiative to combat COVID-19, each tourism unit (hotel, resort, B&B, tour operator etc.) is encouraged to self-certify themselves as 'COVID Compliant'. The accommodation units are mandated to submit self-certifying COVID Compliance certificates to the Directorate of Tourism in the format provided in Annexure of this document. All accommodation units must submit their signed 'COVID Compliance Self-Certification' to the Directorate of Tourism, Government of Maharashtra, by email to – outreach.tourism-mh@gov.in before commencement of operations.



(Valsa Nair Singh)

Principal Secretary (Tourism)
Government of Maharashtra