



Guidelines for accommodation providers

COVID-19 Level 4 – Lockdown

Guidelines for Accommodation and Hospitality Services during COVID-19 Level 4 restrictions

We understand that many of those in the hospitality sector will be looking for further guidance as we move into COVID-19 Level 4.

The Level 4 status means:

- Accommodation is classified as an essential service. However, it is the decision of the individual business whether to remain open.
- Non-essential businesses and services must close. Only essential businesses and services, as defined by the government, can stay open.
- People are instructed to stay home, unless they are an essential worker, or need to obtain essential services.

The information below provides guidance to help you navigate these extraordinary times.

Why we're limiting physical interaction

The reason for moving New Zealand to COVID-19 Alert Level 4 is to take measures to eliminate COVID-19 by severely minimising interactions between people.

Eradicating the disease is vital to protect people's health and ensure our health system can cope and look after New Zealanders who become sick.

The Government wants to hit this hard, so hopefully we can recover as a country, and as an economy sooner.

Your responsibilities as an essential service

If you are providing essential goods and services, you must:

1. Minimise, or eliminate if possible, physical interactions amongst staff and with and between customers,
2. ensure appropriate health, hygiene and safety measures are in place,
3. restrict activity to only what is essential during the Alert Level 4 period.
4. Wearing of facemasks by staff, guests and suppliers in and around your property.

It is for an industry or business to decide how to best do this. We would expect practices to include the likes of:

- a. Working from home as far as possible.
- b. Limiting, or eliminating if possible, physical interaction between staff e.g. through physical distancing, split shifts, staggered meal breaks, and flexible working arrangements.
- c. Limiting, or eliminating if possible, physical interaction with and between customers e.g. through online or phone orders, contactless delivery, or managed entry (while also avoiding crowding outside) and physical distancing both inside and outside the premises.

- d. Hygiene basics of hand washing and sanitisers.
- f. Frequent cleaning of premises, especially counters and eftpos terminals, and other high-touch surfaces (cleaning advice is available on the Ministry of Health website).
- g. Protective equipment for staff as appropriate.

Physical distancing needs to be maintained even if you are an essential service

If you are considered an essential service, you need to adhere to the restrictions while providing that service. This means measures such as appropriate hygiene needs to be maintained at all times, as well as appropriate distancing.

For example, those delivering food will need to ensure they leave a good space by leaving the food at the door without interaction. In all situations, be clear with your customers about your procedures and why they are in place.

Accommodation is an essential business

Any entity that provides accommodation services for essential workers, isolation/quarantine, and emergency housing is considered an essential business. However it is the decision of the individual business whether to remain open.

For clarity, that includes the following types of accommodation for in-house guests (at all times no external guests are allowed access):

- Hotels
- Motels
- Backpackers
- Lodges
- Bed and Breakfast
- Short-term Serviced Apartments
- Hostels
- Hall of Residence
- Holiday Parks and Campgrounds
- AirBnBs – whole house only, no shared rooms
- Self-contained vehicles, such as motorhomes or campervans

Clear communication with your employees is very important

Accommodation providers should clearly communicate to their employees and contractors that accommodation is an essential business and that they are deemed essential workers. Some may find this unsettling, but you can reassure them by outlining the steps you will take to ensure their safety, as well as that of your guests.

Travelling to work at Level 4

If your employees need to go into the premises or work on-site, they can use public transport to commute. Employees may be asked to show who they work for so they can prove they have a reason to travel. We recommend you provide your employees with a letter to confirm who they are, and their role. Everyone legally must wear a face covering on all public transport unless they have an exemption.

Accommodation Provider Guidance

Physical distancing needs to be maintained

Physical distancing and minimised communal contact within your accommodation venue needs to be maintained and managed. As an essential service, you can still operate. However, physical distancing and minimised communal contact within your accommodation venue needs to be maintained and managed. Facemasks should be worn by all staff, guests and suppliers in and around your property.

Guest check-in/arrival is a great opportunity to collect and provide key information

As per normal, when guests arrive, collect the usual information such as guest names and contact details. All guests should be instructed to scan in using the COVID-19 app and to turn on Bluetooth to support contact tracing. If guests do not have the app, you should collect additional information that will enable contact tracing, such as their passport or other photo ID (if applicable) and details of recent travel. You will also need to consider how you will inform your guests about what they can do themselves to respect the restrictions. For example, they can limit how many go into a lift or not congregate in groups.

Non-essential communal facilities and spaces need to close

All shared and communal areas that are not providing essential services will need to close. This includes bars, restaurants, dining rooms, gyms, pools, playgrounds, day spas, conference centres. Anywhere where the space is shared must close.

Shared accommodation such as dorms can still operate under strict management

Shared accommodation, such as dorms in backpackers can still operate as they provide necessary accommodation for many people in New Zealand. In the first instance, operators should book non-dorm rooms (eg self-contained rooms) and only utilise dorm rooms when absolutely necessary. Where possible, occupancy should be limited to enable sufficient physical distancing (two metres).

Essential communal facilities can stay open but must comply with restrictions

Essential communal facilities are communal kitchens, bathrooms and laundries in shared accommodation, such as backpackers or hostels that do not have self-contained facilities and do not offer services such as room service. These facilities can still be utilised in these types of accommodation to ensure the guests have access to basic necessities. While these can still operate, operators need to create strict procedures will need to be developed to ensure physical distancing and rigorous hygiene practices can be maintained. For example:

- The use of these facilities must be carefully managed and kept to an absolute minimum.
- They are only to be used by named guests that have no alternative.

- Heighten the level of your cleaning protocols.
- Provide all guests that use the shared facilities – bathroom kitchen and dining – with disinfectant spray to wipe down contact areas after use.
- In the case of kitchen, dining and laundry facilities you should allocate times for guests use and the hygiene expectations should be made very clear.

In-house kitchens can continue to operate for room service

All restaurants and bars must close to both guests and the public. In-house kitchens continue to service the in-house guests through room service. This can include both food and beverages. Please be mindful though that ID needs to be sighted in most cases when serving alcoholic beverages.

Guests must occupy the same room/dorm for the entire COVID-19 Level 4 duration

To limit the risk of transmission, please ensure that your guests are assigned to the same room for the entire duration of the COVID-19 Level 4 period.

Housekeeping will need to be limited

To minimise COVID-19 transmission and risk, rooms will not be able to be serviced as usual. As long as you follow appropriate and safe cleaning measures, you will be able to confirm the best way to provide these services for guests.

Some examples of how to manage this may be to provide your guest with more than enough towels for a few days, notify them that they will need to change their own sheets after a few days, and provide bags or containers to place used linen. Just be clear upon check in of the requirements and new operating procedures. Most people will understand the need to limit contact.

Staff should be wearing appropriate PPE such as gloves, masks and clothing when interacting with guests in rooms or servicing rooms.

Clearly communicate the changes to your guests at check-in

These measures will only have a positive effect if we all follow them. It is vital that you let your guests know of all of the changes and requirements. Think about how you might reinforce this throughout their stay too. Most will want to follow the new rules, but if not, remind them of the reason why we're limiting physical interactions. We all have a part to play, including them.

You may want to create a guest welcome letter that addresses all the changes and requirements during their stay whilst operating under COVID-19 Alert Level 4. Displaying the COVID-19 Alert Level 4 requirements may also be helpful.

You should not enforce the COVID-19 Level 4 restrictions

If any of your guests are not respecting the Level 4 restrictions, please do not try to intervene yourself. If there are any issues please call 105 to report the breach or use the online form: <https://forms.police.govt.nz/forms/covid-19-breach>.

Not following the restrictions may include things like changing accommodation frequently or congregating in large groups.

Some AirBnBs can still operate

AirBnBs can still operate, but only those with the option for renting out a whole house. Those offering shared accommodation (such as a room in a house) cannot operate.

Finding alternative accommodation

Accommodation providers should refer those people who are unable to meet the requirements of self-isolation to the Temporary Accommodation Service on **0508 754 163**.

Useful Links

[Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/)

[Alert Level 4 | What to do at alert level 4](#)

[Doing business at Alert Level 4 | Unite against COVID-19 \(covid19.govt.nz\)](#)

[Mental Wellbeing For You & Your Workplace — Mentemia](#)

This document has been developed by Holiday Parks NZ, Hospitality NZ, and Tourism Industry Aotearoa to assist accommodation operators. Please note that any government directives take precedent over the guidelines and operators should continue to monitor any government announcements and directives.

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