



KEEP OUR SAND AND SEA PLASTIC FREE

# HOTELS

TIPS FOR REDUCING SINGLE-USE  
PLASTICS DURING COVID-19

In partnership with





# RECEPTION

## Recommended procedures to ensure safety and to reduce plastic

Offer online check in options to reduce contact and to cut down on single-use plastic pens.

Where online check-in is not possible, consider providing a central deposit box where customers can place pens after use and which can be quarantined and thoroughly cleaned before being reused by other guests.

<<< Keep a distance of 2 metres from customers and colleagues >>>

Provide hand sanitizing stations (preferably automated) at reception rather than individual sachets of hand sanitizers or antiseptic wipes.



Sanitize room keys/key cards thoroughly between uses.

Where possible, provide keypad room locks with a code which is sent out via email/SMS/mobile app. This would enable customers to go straight to their room reducing the number of people waiting in reception.

Ensure all rooms have phones or provide a list of contact numbers/email addresses for customers to communicate any problems instead of coming to reception desk.

Provide reusable face masks for reception and porter staff to wear. These can be designed to include the business logo so that staff are easily distinguishable to customers.



## Communications to staff and customers



Ensure that COVID risk assessments are in place and that all staff receive training on the new processes and protocols. Provide regular refresher trainings to ensure that compliance is maintained.

Give clear instructions on how to check in, what to do with the room lock code and what guests should do if they have a concern or need assistance.

Reassure customers on arrival that porters and reception staff have sanitized hands (they can even do it in front of the guest before taking the luggage).

Clearly communicate all enhanced health and safety procedures in advance of guest arrival (e.g. pre-check in emails/SMS) and during arrival through increased signage in the hotel reception area.

Provide floor markers and/or other physical indicators with appropriate spacing to ensure that guests keep sufficient distance between themselves when waiting in the reception area.



Provide floor markers and/or other physical indicators to show how desks and seating should be arranged to with appropriate spacing between staff.

# GUEST ROOMS

## Recommended procedures to ensure safety and to reduce plastic

Minimize the number of items on display in rooms to reduce touch points.

For example, consider providing useful hotel information via phone apps or via bedroom TV screens instead of within flyers and booklets that are on display in guest rooms.



## Communications to staff and customers

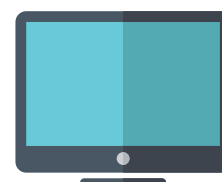
Include laminated signage (so that they can be wiped and disinfected between guests) explaining to guests why they have been removed and how guests can access them if required.

Use clear signs on doors or in rooms with date last used/cleaned to keep staff and guests informed.

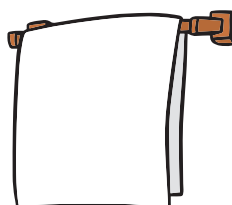


Ensure strict handwashing and wiping down of all surfaces in rooms using clean cloth and antibacterial spray. There is no need for disposable wipes (which increase unnecessary plastic waste) as long as cloths are washed after use.

Communicate the enhanced cleaning procedures to guests. This could be done in pre-arrival emails etc, on in-room televisions or on laminated cards placed in the room which can be disinfected between uses.



Minimise the amount staff need to enter the room during a guest's stay - strictly enforce your linen reuse policy. Provide extra towels in the room.



Provide clear instructions for guests that linen and towels will only be replaced on request.



## MINI-BAR

### Recommended procedures to ensure safety and to reduce plastic

#### Mini-bar / Bedroom fridge items

Review mini-bar system, replacing single-use items with refillable ones. Provide jars of coffee, reusable bottles etc. Refillable containers can be easily cleaned and disinfected between guest stays. Single-use items do not signify better hygiene standards as they are still a touch point which will need to be cleaned and disinfected between stays.

Consider providing touch-free water dispensers to reduce waste or use large refillable glass bottles which can be sterilized and refilled by hotel staff.

Use a card system or app which guests complete to reorder any items which need replenishing.

### Communications to staff and customers

Provide clear instructions for guests on how to use app or card system and ask them to leave items which need replenishing outside their door to prevent staff needing to enter the room.



## TOILETRIES

Replace plastic bathroom toiletries with refillable (touch free if possible) dispensers.

Single use items or minis and plastic packaging offer no more safety than refillable dispensers. Both are touch points and potential transmitters of the virus.

To prevent transmission, ensure that refillable containers are cleaned thoroughly with soap and water or antibacterial spray in between uses.



Ensure guests are informed that refillable containers are cleaned thoroughly between stays.





# GUEST ROOMS

## Recommended procedures to ensure safety and to reduce plastic

Avoid using items such as plastic strips over doors or over toilet basins and plastic wrapping on TV remote controls as a means of highlighting cleanliness. These items are an unnecessary use of plastic which also increase the number of touch points through which the virus can be transmitted. Instead, focus on having robust cleaning procedures in place.

Bedroom items such as vanity kits, sewing kits, and shower caps can be removed from the rooms, in order to reduce touchpoints, and made available at reception on request only.

### Bath robes, towels and slippers

Avoid wrapping in unnecessary plastic packaging – this adds additional touch points and does not increase hygiene standards.

### Cups and mugs

Avoid using single-use plastic and use glass or china items that are thoroughly cleaned between guests.



## Communications to staff and customers

Include laminated signage (so that they can be wiped and disinfected between guests) explaining to guests why excess items have been removed and how guests can access them if required.



Provide signage to explain that these items are washed between guests in the same way that bed linen and towels are.

Provide laminated signage to explain that the business is taking active steps to reduce plastic and that all reusable items are thoroughly cleaned and disinfected between guests.

# RESTAURANT

## Recommended procedures to ensure safety and to reduce plastic



Staff in direct close contact with customers should wear a reusable face mask.

Touch points should be reduced as much as possible.

Single-use plastic gloves only need to be worn by staff who wish to protect their own hands from frequent washing or harsh chemical cleaning products. They do not provide extra hygiene safety as they present an additional touch point that should be cleaned as thoroughly and as regularly as bare hands.



## Communications to staff and customers

Provide clear messaging through signage (physical posters, text on TV screens etc) to highlight robust cleaning procedures and that the hotels is taking steps to minimize its use of plastic whilst ensuring it complies to COVID-19 health and safety protocols.

Ensure there are clear instructions for guests and staff regarding refill stations, cup pouring and other policies. Make sure guests know what is expected of them and why.



Explain your choices - why compostable tablecloths, why no straws, why an app to order from, why no condiments on the table etc.

# STRAWS

Eliminate plastic straws.

Provide a plastic-free alternative available on request and for any drinks which require straws e.g. frappes







## Recommended procedures to ensure safety and to reduce plastic

# TABLE

### Tablecloths

Avoid single-use plastic or paper tablecloths, to reduce waste. If tablecloths are required, use fabric ones that can be washed and reused.

If the business currently uses durable plastic tablecloths, these can be easily sanitized and wiped between customers rather than being disposed of after each use. Similarly, if tablecloths are not used, ensure that table surfaces are disinfected between customers.

### Condiments

A condiment station can be set up with automated, hands-free dispensers. It could also be staffed by an assistant who is responsible for serving condiments from refillable containers (and ensuring receptacles are cleaned thoroughly between use).

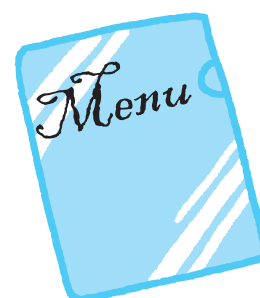
Customers may be offered condiments when they order – via waiting staff or via menu apps. Condiments requested can then be served with the meal directly on the plate from the kitchen. Any unused condiment is composted along with any uneaten food.

Let customers know these choices are to ensure health and safety and also to protect the environment by reducing plastic and other waste as much as possible.

# MENUS

Consider providing your menu via an app which can be accessed through the hotel website or via QR codes that are on display in the restaurant or bar area. This would cut down on the use of plastic and disposable paper menus and would reduce waste. It also reduces touch points which can transmit the virus.

If you have physical menus, laminating them would enable them to be easily cleaned and disinfected between customers and reduce waste compared to single-use paper menus.





## Recommended procedures to ensure safety and to reduce plastic

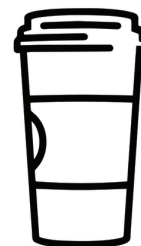
# DRINKS

### Cups

Encourage customers to bring reusable cups by offering a discount or “charging” for providing plastic cups.

Provide reusable cups in hotel rooms which should be washed and cleaned thoroughly along with the rest of room items before and after guest stays.

Staff can serve a drink in a cup which the customer then pours into their own refillable cup on the counter, or the barrista can pour the drink into the reusable cup without touching it.



### Water bottles

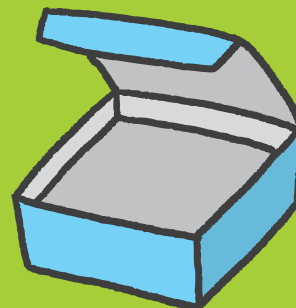
Set up hands-free, automated water refill stations. Hotels can also provide glass bottles which can be refilled and returned then washed thoroughly.

# TAKEAWAY

Switch to a deposit scheme where guests are required to pay a deposit to take reusable containers that must be returned to hotel staff after use. Ensure that these containers are adequately washed and disinfected between use.

Avoid using single-use plastic containers and replace with non-plastic alternatives such as cardboard.

Only use biodegradable or compostable containers if there is local capacity to dispose of and recycle these materials.





# HOTEL SHOP

## Recommended procedures to ensure safety and to reduce plastic

Provide reusable bags (e.g. cotton or bamboo) that can be washed between uses. These could be provided to guests for free, for a small fee or through a deposit scheme.



Ensure that there are hand sanitization stations at the entrance of on-site shops.

Encourage contactless card payments.

## Communications to staff and customers

Ensure that staff receive appropriate training on enhanced cleaning procedures e.g. regular hand sanitization, regular disinfecting of card payment chip and pin machines.

Provide signage to encourage customers to avoid touching items while browsing.





## WHY AVOID SINGLE-USE PLASTIC?

- 80% of rubbish collected on Cyprus beaches is plastic waste, and the pandemic is likely to make this worse.
- 100,000 marine mammals and turtles and 1 million sea birds are killed by marine plastic pollution annually.
- Plastic never fully biodegrades.



## SO REMEMBER...

### Procedure over plastic

Even if you cover everything in plastic packaging or choose throwaway items to prevent transmission, customer safety will still depend primarily upon robust cleaning and sanitization procedures (see [Travelwithoutplastic.com](https://www.travelwithoutplastic.com)).

### Communicate your policy to guests

Explain the benefits of avoiding single-use plastics, in terms of safety and protecting the environment. Common perception is that single-use plastics are safer; let them know why this is not true!

Reassure customers that proper cleaning procedures make a difference, not plastic.

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## SIGN UP TO THE PROJECT

Join a network of likeminded hotels and tourism businesses determined to make Cyprus plastic-free and protect our beautiful coastlines.

Keep Our Sand and Sea Plastic Free is a TUI Care Foundation initiative in partnership with the Travel Foundation and Cyprus Sustainable Tourism Initiative (CSTI).



Sign up here: [sandseaplasticfree.org](https://sandseaplasticfree.org)