



TOURISM SECTOR – HOTEL ACCOMODATION PREMISES (MCO)

Updated on 13 January 2021

Unofficial Translation



Encompasses

HOTEL ACCOMODATION PREMISES

- Guests from important services such as oil and gas and aviation sectors which have long-term contracts with the hotel as well as other Government-authorized sectors such as *frontliners*, *professionals*, official duties and other sectors of essential services
- Restaurants / cafes / kitchens serve food by *pack food/ takeaway / delivery / room service* only.

Prohibited Activities

- Entertainment facilities such as bars, lounges and karaokes
- Restaurants / cafes /kitchens serving buffet-style and dine-in
- Swimming pools and gyms
- Jacuzzi / sauna /spa

Standing Orders

- Regulation 15 P.U. (A) 8/2021
- Operations in EMCO areas are not allowed
- Subject to the orders of the relevant Local Authority
- *Patient under Investigation (PUI) & Person under Surveillance (PUS)* are not allowed to come to work and need to undergo a period of quarantine as set by the MOH
- Other orders

Operational Hours:	Hours of operation according to license	Customer Service Hours:	Hours of operation according to license	Workforce Capacity:	Based on needs
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ACTIVITY AND PROTOCOL

Activity	Brief Description
MySejahtera	<ul style="list-style-type: none"> • Business operators/premise owners are required to register and download the MySejahtera application for use by customers/guests entering the premises. • Employees, suppliers and customers/guests are encouraged to use the MySejahtera application for contact tracing purposes. • Customers/guests need to record their name and phone number before entering the premises if not using the MySejahtera application.
Physical Distancing	<ul style="list-style-type: none"> • Ensure physical distancing of 1 meter when at the counter/office. • Distance of at least 1 meter between guests at the counter.
Table/Lift/Waiting Area Layout	<ul style="list-style-type: none"> • Measure and mark out distances of 1 meter.
Hand sanitizer/disinfecting kits in public areas/entrance lobby	<ul style="list-style-type: none"> • Provide hand sanitizer or prepare an area for handwashing with water and soap in public areas.



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Activity	Brief Description
Recording personal information of employees/customers/ hotel guests/contractors/vendors/service providers	<ul style="list-style-type: none"> • Record personal information of hotel employees, employees, contractors, tenants, suppliers and vendors who provide services to the hotel before being allowed into the hotel premises every day. • Place a permanent staff member to screen hotel guests by temperature testing with a thermal scanner and performing screenings for COVID-19 symptoms such as cough, sore throat or shortness of breath of hotel guests and ensure that employees / guests check in using MySejahtera, wear face masks and sanitize their hands before being allowed to enter the premise. • Any person with a temperature above 37.5 C is classified as having a fever or any person who is symptomatic is not allowed to enter the premises and need to seek treatment at a health facility.
Prepare Guidelines for the reference of employees / customers/ hotel guests / contractors/ vendors / service providers	<ul style="list-style-type: none"> • Prepare and display the "Do"[s] and "Don'ts" in a strategic area of the hotel for guests and hotel workers to reference regarding preventative measures against COVID-19 transmission.




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ACTIVITY AND PROTOCOL

Activity	Brief Description
Appoint a Coordinator from Among the Employees	<ul style="list-style-type: none"> • Coordinate COVID-19 preventative measures at the accommodation premises and ensure SOP compliance by employees and visitors in the common areas of the PPP premises.
Provide PPE to Employees	<ul style="list-style-type: none"> • Provide face masks and hand sanitizer for each employee.
Responsibility of Accomodation Premise and Hotel Guests	<ul style="list-style-type: none"> • Ensure sufficient staff numbers are placed in common areas of the hotel to monitor and control the movement and ensure SOP compliance by guests. • The owner of the accommodation premises should be fully responsible for SOP compliance by guests of the accommodation premises. Any non-compliance may be subject to action by the enforcement officers under Act 342 on owners and the public.
Wearing of face masks by hotel guests	<ul style="list-style-type: none"> • Hotel guests are required to wear a face mask when checking-in, checking out and while outside the room and even in common areas of the hotel.




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ACTIVITY AND PROTOCOL

Activity	Brief Description
Use of Alternative Communication Medium between Employees and Hotel Guests	<ul style="list-style-type: none"> • Use alternative communication mediums to hold meetings or discussions such as <i>video conferencing</i>, <i>whatsapp</i> or phone calls with hotel guests should they need assistance instead of coming into physical contact
Employee and Hotel Guest Health	<ul style="list-style-type: none"> • Any employee of an accommodation premise who is unwell/shows symptoms of fever are not allowed to attend work and employees of accommodation premises showing symptoms of fever or who are unwell while on duty should be referred to the hospital for further treatment. • Guests are required to go directly to a nearby health facility if exhibiting COVID-19 symptoms/fever while staying at the hotel and inform the hotel management if found positive.
Movement of Hotel Guests	<ul style="list-style-type: none"> • Hotel guests should always practice physical distancing and avoid physical contact while on hotel premises or performing activities.

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ACTIVITY AND PROTOCOL

Activity	Brief Description
Housekeeping and General Waste cleaning	<ul style="list-style-type: none"> • Housekeeping and general waste cleaning is carried out as usual with the process of sanitization and disinfection done each time guests check out.
Disposal of Face Masks	<ul style="list-style-type: none"> • Face masks should be disposed of in a covered trash bin.
Cleaning and Sanitization (Disinfection)	<ul style="list-style-type: none"> • Cleaning and disinfection of common area facilities such as toilets in common areas of premises should be done at least 3 times a day (for 24-hour operation).
Gym Operations	<ul style="list-style-type: none"> • Not allowed.
Use of Meeting Rooms, Halls, Training Rooms, Discussion Room and similar spaces	<ul style="list-style-type: none"> • Not allowed except for the purposes of managing Quarantine Stations for hotels involved.

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Activity	Brief Description
Restaurant /Cafe Operations for Hotel Guests /Customers	<ul style="list-style-type: none"> • Restaurants/cafes in the premises of the accommodation are allowed to operate for <i>pack food, take away, room service and delivery</i> only. • The operation of the cafe/ restaurant is subject to the SOPs set by the Ministry of Domestic Trade and Consumers Affairs (KPDNHEP) and Local Authorities (PBT) respectively.
Cafeteria/Canteen Operations for workers	<ul style="list-style-type: none"> • If a cafeteria/canteen is provided in the accommodation premises for employees, it is only allowed to operate to provide pack food by food handlers who wear face masks and gloves as well as ensure physical distancing. • Food served by <i>self-buffet</i> or <i>served buffet</i> is not allowed. • The lunch break needs to be staggered.




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Operation of Surau for Guests	<ul style="list-style-type: none"> • Owners of hotel accommodation premises need to limit the use of surau for daily hotel guests such as operating hours, limiting the number of users by factoring in physical distancing needs and regular cleaning of equipment at the surau. • Guests staying in the hotel need to pray in their respective guest rooms. • Surau users need to record their use of the surau in a book/system as provided by the hotel accommodation premises and the records are kept for at least six months. • Guide to the use of surau facilities placed on the entrance/in the surau in accordance with the SOP for Congregational Prayers at a Mosque. • The owner of the hotel accommodation premises shall ensure that the surau is regularly cleaned/sanitized especially for frequently touched areas/ main routes.



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ACTIVITY AND PROTOCOL

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Promotions and Advanced Booking (Services fulfilled after MCO or authorized by the Government)	<ul style="list-style-type: none"> • Hotel operators can launch promotions and creative marketing campaigns to attract interest through flexible new package offers to be fulfilled after termination of the movement control order. (Examples: buffet coupon / SPA & PUK / gym / rooms with flexible expiration). • Hotel operators are advised to explore the new business areas in line with the change to new norms.
Facilities / Facilities / Space Business Premises inside Accommodation Premises Hospitality	<ul style="list-style-type: none"> • Hotel guests are not allowed to use the amenities and hotel facilities such as bars, lounges, karaokes, jacuzzis, saunas, spas, swimming pools, gyms, buffets and dine-in services. • Kiosks or Convenience Stores are allowed to operate subject to the prevailing MCO SOP. • Other non-essential service stores such as boutiques, jewelry and beauty salons are not allowed.