

# WYSE COVID-19 Safe Accommodation Declaration

## 1. Details

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Please enter your details for the WYSE COVID-19 Safe Accommodation Declaration

### Organisation Details:

**Organisation Name**

Guesthouse sanja

**Website address**

BOOKING.COM

**Organisation/ operator administration phone number**

061 729 150

**Street address**

Marsala Tita 212

**City**

Mostar

**Postal code**

88000

**Country**

Bosnia and Herzegovina

**Are you a current member of WYSE Travel Confederation ?**

Not sure

**Are you applying for an individual property or for a group?**

Individual Property

**Number of beds**

40

**From the options below, select which type of accommodation your organisation offers:**

Apartments

Guesthouse

## 2. Contact details

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### Contact Details:

Please provide contact information for all communication regarding this declaration.

The contact below will be the primary contact for all future communication about this declaration and any spot check requirements.

**First Name**

samija

**Last Name**

Dizdarevic

**Job title**

Owner

**Email Address****Contact Phone Number****City**

mostar

**Country**

Bosnia and Herzegovina

### 3. Self Declaration Checklist

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## Licensing

**My establishment holds current and valid licences required by local laws and regulations to operate as an accommodation provider.**

Yes, I confirm

## Insurance

**My establishment holds and maintains all necessary insurances to properly operate the property protecting employees, customers and visitors to the establishment (e.g. employers liability insurance, public liability insurance etc.)**

Yes, I confirm

## Fire Safety

**My establishment complies with all local fire safety laws and regulations.**

**In addition, I declare that my establishment:**

- Conducts daily checks to ensure escape routes are clear and fire doors are not locked or blocked;**
- Has an emergency evacuation alarm, checked weekly, that is loud enough to wake persons sleeping in any space in the establishment;**
- Has a documented emergency plan and escape route maps in every room, with permanently lit fire exit signage;**
- Conducts and documents regular formal fire hazard risk assessments and takes action to mitigate the risks identified.**

Yes, I confirm

## Information and Data Protection

**My establishment fully complies with local information and data protection laws and regulations.**

**In addition, I declare that my establishment:**

**Ensures secure storage of all guest information, including digital information on secure password protected computers and servers, and physical safe storage for retained identity documents (e.g. passports);**

**Has policies and provides training for staff surrounding the knowledge, use, sharing or disclosure of guest information**

Yes, I confirm

## Arrival/ Reception/ Registration and COVID-19 Procedures

**My establishment fully complies with all local laws and regulations.**

**In addition, I declare that my establishment:**

**Has reception points with protective screens to protect staff and guests from possible exposure to COVID-19;**

**Communicates with guests at check-in stage to ensure guests are aware of COVID-19 procedures such as social distancing rules, mask wearing requirements and additional hygiene measures in place to protect guests and staff;**

**Sends pre-stay information to inform the client of the measures in place and how they should behave with regard to those measures, in particular the self-supply of three ply face masks which must be worn when approaching any member of staff or when in a place where social distancing is not practical;**

**Is organised to allow social distancing to take place and that staff work to enforce this for example, if there is a queue at reception or too many people in the lobby space;**

**Encourages staff to stand back when guests sign documents or use a point of sale device. Pens or card machines are disinfected between use.**

**Only takes prepayment and contactless payment method, cash handling is only used when no other option is available. When handling cash, staff wear gloves during the transaction;**

**Takes the temperature of guests registering to stay at the property where stipulated by local laws and regulations.**

**Guest communications:**

**Informs all guests that they have a shared responsibility to protect themselves and others from COVID-19 and this is communicated in pre-stay information and at time of check-in;**

**Collects a signed document, with contact information, from residents at check in signalling their understanding of a safe environment and their willingness to comply with the provider's COVID-19 policies;**

**Informs guests that their information may be shared with local authorities should there be a confirmed case of COVID-19 in the property, to allow contact tracing.**

**Additional note:**

**Feedback from guests is crucial; ensure that there is a strategy in place to address customer concerns and complaints before they happen to avoid any crises. Staff should monitor social media and OTA ratings on an ongoing basis and respond promptly as appropriate with reference to the organisation's COVID policies**

Yes, I confirm

## COVID-19 Signage and Guest Information

My establishment commits to provide permanent information signage to assist guests and staff in understanding their obligations and the requirements of the accommodation provider. Signage will be displayed in prominent positions with clear visibility sight lines. Signage will be in the local language and in English. Signage can be electronic or printed. Handwritten signage is not acceptable.

I declare that my establishment provides the following signage:

### Front of house:

Signage to explain local regulations on social distancing and other measures designed to reduce contact risks;

Signage indicating requirements of and instructions on how to use, handle and dispose of face masks and any other protective equipment;

### Back of house/ staff areas:

Signage to explain local regulations on social distancing and other measures designed to reduce contact risks between staff and clients;

Signage displayed in staff frequent use areas i.e. break rooms, changing rooms and staff entrances of the requirements of and instructions on how to use, handle and dispose of face masks and any other protective equipment;

Reminders to staff of the proper way to wash hands, sneeze, cough and to avoid touching the face.

Yes, I confirm

## COVID-19 Employer and Employee Responsibilities

I declare that my establishments staff have been trained in the following cleanliness and work policies:

### Hand cleaning:

If not wearing protective gloves, all employees shall follow local regulatory guidance regarding handwashing. Employees shall wash their hands with soap for at least 20 seconds or use sanitiser when a sink is not available. Hand washing should occur after any of the following activities:

Using the restroom, sneezing or touching the face;

Cleaning of any type;

Smoking, eating, drinking, taking a break and before and after a shift;

As needed throughout the shift;

Accepting any item from a guest such as ID, cash, credit card or key card;

When possible, employees shall wear gloves for added protection and sanitation efforts;

Proper hand hygiene be followed prior to and after removing the gloves;

Training in COVID-19 safety and facility sanitation, as stipulated by local regulations;

Training on threats outside of the workplace, actions they can take to reduce the chance of transmission whilst travelling to and from work or whilst using public transport;

Comprehensive training has been given for employees with frequent guest contact including housekeeping, food & beverage, public area staff, hotel operations, security, maintenance/engineering, health/ fitness centres;

Using Personal Protective Equipment (PPE) risk assessments will be carried out to ascertain the equipment needed and the frequency of changing PPE;

Training in the disposing of Personal Protective Equipment (PPE);

PPE shall be made available to any employee upon request of the employee;

All training and PPE issuing records will be kept for future inspection by WYSE Travel Confederation or local authorities.

Yes, I confirm

## Health and Hygiene and COVID-19 Measures

My establishment fully complies with all local health and hygiene laws and regulations.

In addition, I declare that my establishment:

Unless opting for a self service approach where guests change their own linen, performs daily cleaning of all bathrooms;

Thoroughly washes all bed and bath linens at the end of each guest's stay, or after 5-7 days (whichever occurs first);

Performs checks for bed bugs when cleaning bedrooms, with appropriate documented action plans in the event that bed bug activity is detected;

All bedroom laundry and towels will be washed at the hottest possible temperature for the materials used or washed by a professional laundry service providing at least the same level of protection;

In addition, I declare that my establishment:

Has contactless thermometers on hand to measure daily staff temperature where stipulated by local laws and regulations;

Will provide face masks to be worn by staff while in the establishment and when working in close contact with clients, i.e. at reception, tour booking desks or food and beverage points.

Yes, I confirm

# Daily and COVID-19 Cleaning Regimes, Products and Protocols

My establishment fully complies with all local health and hygiene laws and regulations.

In addition, I declare that:

All cleaning materials are suitable for use against viruses, bacteria and other airborne and blood borne pathogens meet the minimum requirements of the local health authority;  
Cleaning and disinfecting shall be frequent with an extra emphasis on frequent contact areas, especially those with hard, non-porous surfaces. Areas that require extra attention include, but are not limited to, are front desk, entrance doors and handles, lift buttons, stair rails, refuse bins and lids, ATM and vending machines, bedroom doors and locks, ice machines, ironing and laundry machines, gym rooms and equipment, pool seating, luggage storage rooms and lockers, eating and drinking places and all seating areas;  
Plus, all other areas in your establishment where transferable contact can be made between multiple persons;  
Ensure waste collection is sufficiently frequent to minimise the chances of contamination;  
Room cleaning schedules are changed to comply with local regulations;  
In all cases, no guest will be present in a room when it is cleaned;  
Multiple occupancy rooms will have all communal places deep cleaned each day, but only the bed space of a departed guest will be cleaned. The bed space will be given a deep clean of all the used space with special emphasis on all hard surfaces and associated lockers/ storage spaces;  
In all rooms, particular attention is paid to high-touch, hard nonporous items including television remote controls, toilet seats and handles, door and furniture handles, refuse can/rubbish bin lids, water taps, nightstands, telephones, light switches, temperature control panels, alarm clocks, fridges, kettles and coffee machines, luggage racks and flooring;  
Wherever possible allow at least one hour's natural ventilation (doors and windows open) after checkout;  
Mechanical ventilation and air conditioning is operated in line with local regulations and that filters are cleaned or replaced as often as possible;  
Shared tools and equipment are disinfected at the end of each shift or at transfer between employees;  
All high touch areas are cleaned at least twice a day with special emphasis on high traffic areas such as, but not limited to, staff entrance doors, handles and locks, staff changing rooms and lockers, dry stores, freezers, cellars and maintenance areas.

In addition, I declare that my establishment provides convenient and highly visible hand washing facilities as follows:

Alcohol-based sanitiser (+60% Alcohol) or other approved anti-viral cleaner available available in dispensers;

Dispensers placed in key locations:

- Staff entrances
- Staff changing and eating facilities
- Reception/ guest services desks
- Lobby areas in sufficient quantities to service guests
- Catering, bar and club entrances
- Meeting and conference spaces
- Elevators and lobbies
- Pools, gyms, exercise areas and other public areas

Yes, I confirm

## **Alcohol/ Bar Operations**

**NOTE: If your establishment has a bar but contracts out bar operations to another operator then you must still include the operational details in your declaration.**

**My establishment fully complies with all local alcohol laws and regulations.**

**In addition, I declare that my establishment:**

**Holds the necessary liquor licences;**

**Has appropriate policies in place to ensure staff comply with regulations and signage surrounding the sale of alcohol to minors and intoxicated persons.**

My establishment does not serve or sell alcohol

## **Food and Beverage Operations, Food Handling and Common Areas**

**NOTE: If your establishment contracts out catering operations then you must still include the operational details in your declaration.**

**My establishment full complies with all local food handling laws and regulations.**

**In addition, I declare that my establishment complies with the following:**

**Complies with regulations regarding food preparation, including refrigeration, food use-by dates, and proper and adequate food heating;**

**Maintains and implements a documented kitchen cleaning program.**

### **COVID-19 measures**

**Has services points with protective screens to protect staff and guests from possible exposure to potential COVID-19 exposure;**

**Only takes prepayment and contactless payment method, cash handling is only used when no other option is available;**

**Reduces Food in-person contact with guests at food and beverage outlets and also reduces the choice of dining items for increased sanitation;**

**Replaces any food delivery service with non-contact delivery;**

**Reduces buffet service to being served by an attendant wearing personal protection equipment (PPE).**

**Utensils are washed and changed frequently;**

**Minimised the portions of food on buffets to reduce food exposure;**

**Has sneeze and cough screens present at all food displays;**

**Places minimal items on guest tables to allow for effective disinfection in between each guest, including condiments, glassware, napkins, etc;**

**Washes all glasses, cutlery, crockery etc. in a professional dishing system using appropriate cleaning materials. No crockery or glassware items are washed or wiped by hand;**

**Offers pre-packaged foods and 'grab & go' items where possible;**

**Has created an operational plan for food and beverage areas, establishing the capacity of the restaurant and bar, plus other social space in accordance with local regulations and actively limits guests numbers on this basis;**

**Monitors all surfaces within the food or beverage areas, in particular the high frequency touch points, and has an active cleaning schedule in place;**

**Encourages the use of the guest's own bathroom facilities if they are staying in a private room.**

My establishment does not serve or sell food and/ or beverages

## Shared Sleeping Room and Bathroom Facilities

My establishment fully complies with all local laws and regulations.

In addition, I declare that my establishment:

That there is sufficient distance between beds in shared rooms in accordance with local regulations;

Wherever feasible, powered air hand dryers are replaced with absorbent disposable paper towels;

That sanitising and hand wash facilities are available with posters encouraging guests to wash hands before and after using the facilities;

That the cleaning of shared bathroom facilities is more frequent with housekeepers paying attention to high frequency touch points such as door handles, flush buttons, taps and shower controls;

That a log of public and shared toilet and bathroom facility cleaning is maintained;

Sanitising wipes are available to guests to wipe surfaces if they require.

Yes, I confirm

## Sleeping Room or Bed Space Recovery

In the assumed case of COVID-19 in an occupied room or space:

The affected bed space and the room it is in is be removed from service and quarantined;

The room shall not be returned to service until undergoing an enhanced cleaning and disinfecting and it remains vacant for a period of 24 hours, or longer if required by local regulations;

Full PPE, determined by local guidelines, should be worn by any staff members disinfecting a room that has a suspected case of COVID-19. The PPE should be removed and bagged and left in the room for 24 hours before disposing of safely.

Yes, I confirm

## COVID-19 Staff Health Concerns

My establishment's staff have been be trained in the following policies and procedures on responding to and reporting of presumed COVID-19 case:

Employees exhibiting symptoms of COVID-19 shall remain at home or isolated if they live onsite;

Employees exhibiting symptoms of COVID-19 whilst at work should immediately alert their manager and then leave the premises and return home without having any contact with other staff members;

Employees who show symptoms should self-isolate for the required amount of time from the onset of symptoms and be symptom-free for at least three days without medication before returning to work;

Employers should check with employees to ensure they are not part of a high-risk group and that they do not live with anyone who is considered high-risk;

While at work, employees who notice a co-worker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager;

Employees should fill in a Return to Work Self Health Check and provide regular self-health checks as required by local regulations;

Health checks, including temperature checks should be carried out in accordance with local legislation.

Yes, I confirm

## Notification of COVID-19 Cases

Any cases of COVID19 must be immediately reported to the local authorities in accordance with local legislation.

Responding to and reporting of presumed COVID-19 cases will be a staff-wide requirement.

Yes, I confirm



## Events and Social Activities

Events and social activities are a huge part of what accommodation provides in service to guests. It is recognised that these experiences cannot be taken away, but they should be designed and organised in such a way that social distancing rules can be maintained

I declare that my establishment:

- Respects local regulations and social distancing requirements for all large gatherings;
- Where possible, holds events in the open air, where not possible social distancing rules are enforced;
- Operates all activities in accordance with local regulations.

Yes, I confirm

## Customer Welfare

My establishment adopts the [WYSE Guest Charter](#) and adheres to all local regulations with regard to customer safety and care.

Yes, I confirm

## Applicant Declaration

	I confirm and declare that:
I have read and understand the declaration requirements for this process and understand that this is not a certificate but a self-assessment of the standards to which our properties operate;	X
We give permission for our establishment's declaration to be published on the WYSE Travel Confederation website for members of the public to review as required;	X
I understand that our establishment(s) have implemented all the points covered in this declaration and hereby undertake to maintain these standards for the duration of this declaration. The declaration will be valid until 31 August 2021;	X
All questions have been answered and information provided is true and correct;	X
I am authorised to complete this declaration on behalf of my establishment or company and am authorised to declare that all aspects of this declaration will be adhered to at all times;	X
I am aware that providing false or misleading answers or information may lead to legal action by my local authority and will also result in cancellation of the declaration. In the event of the cancellation of this declaration any WYSE Travel Confederation membership may be also be cancelled and that my establishment may be disqualified from holding future membership;	X
I am prepared and able to provide documentary proof of licences, insurances or records of documented checks if requested by WYSE Travel Confederation within seven days of any such request.	X

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### 4. Thank You!

Thank you for completing the WYSE Travel Confederation self-declaration of your establishment's safety standards and COVID-19 procedures.

Upon review of your declaration, an email will be sent to you with a copy of your establishment's declaration.