

# COVID-19 CLEANING PROTOCOLS ACROSS THE SHORT-TERM RENTAL INDUSTRY

During the Covid-19 pandemic – and always – the safety of travelers and the communities they visit is the short-term rental industry’s top priority. The leading short-term rental (STR) booking platforms and organizations have put in place industry-wide cleaning protocols created with the guidance of medical and infectious disease experts. **These STR guidelines are the most robust for any accommodation type across the entire travel industry.**

These key guidelines are summarized below alongside the corresponding suggestions from the AHLA for hotels and the U.S. Travel Association for the broader travel industry.

## CLEANING GUIDELINES



|  | Short-Term & Vacation Rentals |               |               | Hotels     | All Travel |
|--|-------------------------------|---------------|---------------|------------|------------|
| Based on CDC, WHO, and/or medical and infectious disease expert guidance | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Use of PPE   | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Handwashing and/or proper hand sanitizer                                 | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Covid-19 specific cleaning products                                      | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Retraining of staff  | ✓                             |               | ✓             | ✓          | ✓          |
| Vacancy time before cleaners enter                                       | 3 hours                       | 3 hours       | 3 - 24 hours  | 15 minutes |            |
| Vacancy time between cleaning and check-in                               | 24 hours                      | 24 - 72 hours | 18 - 24 hours |            |            |
| Practices for linens/soft surfaces                                       | ✓                             | ✓             | ✓             | ✓          |            |
| Pillow and mattress protectors   |                               | ✓             | ✓             |            |            |
| Trash management   | ✓                             | ✓             | ✓             |            |            |
| Traveler education and/or signage  | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Providing extra cleaning supplies to guests                              | ✓                             | ✓             |               |            | ✓          |
| Prioritized high-tough surface disinfection                              | ✓                             | ✓             | ✓             | ✓          | ✓          |
| Sanitizing cleaning supplies between uses                                | ✓                             | ✓             | ✓             | ✓          |            |
| Contactless check-in and check-out                                       | ✓                             | ✓             | ✓             |            | ✓          |
| Ventilating before and during cleaning                                   | ✓                             | ✓             | ✓             |            |            |

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