



Timeshare Cares **COVID SAFE WELCOME**



 **ATHOC**
AUSTRALIAN TIMESHARE
HOLIDAY OWNERSHIP COUNCIL



Safety First

COVID SAFE WELCOME

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INDUSTRY GUIDANCE FOR PROMOTING THE HEALTH AND SAFETY OF THE TIMESHARE INDUSTRY

ATHOC RECOMMENDED GUIDELINES FOR RESORTS & SALES SITES

COVID-19 represents an unprecedented challenge to the travel and hospitality industry. The timeshare industry, which includes resort developers, resort management companies and timeshare Resorts, is not immune to this challenge.

As an industry, we must inspire confidence in our owners and guests by showing that we are appropriately focused on protecting their health and safety as well as the health and safety of our staff.

These Recommendations should be read in conjunction with current government regulations and health advice relating to COVID-19, and may be updated as necessary to ensure current best practice standards and measures for COVID-19 risk mitigation continue as necessary to protect the health and safety of owners, guests and staff.

These Recommendations are mutual obligations. To that affect, owners and guests must also follow health guidelines and their part to help protect their families and those around them. We are all in this together.

We also recognise that any travel presents an inherent risk of exposure. COVID-19 is a highly contagious disease, and the risk for exposure exists in all public spaces. Owners and guests voluntarily assume this risk by choosing to travel.

This guidance not only directly responds to the COVID-19 threat faced today but prepares the industry to handle future health-related threats which may arise.

THE FOUR KEY CRITERIA FOR A SAFE RETURN TO BUSINESS:

Promote and facilitate pre-screening to prevent potentially infected staff and customers from attending industry places of business and Resorts.

Alter business practices where relevant to ensure social distancing in line with government health guidelines.

Enhance cleaning and hygiene practices to reduce the risk of infection.

Establish and maintain COVID-safe procedures aligned to Work Safe guidelines.
<https://www.safeworkaustralia.gov.au>



CREATE BARRIERS TO TRANSMISSION OF COVID-19

Timeshare businesses should adapt operations, modify employee practices, redesign public spaces, and reimagine resort experiences to protect employees, owners, and guests.

ATHOC members should adapt or establish a strategy designed to reduce risks of COVID-19 transmission, including operational changes, new employee practices, and the modification of high-traffic public spaces.

Strategies should align with Government guidance and build confidence in owners, guests, and industry employees that their health and safety is the top priority.

SIGNAGE AND COMMUNICATION

Open lines of communication are essential. Resort operators should communicate pre-arrival instructions to set expectations and ensure a smooth transition into the holiday experience.

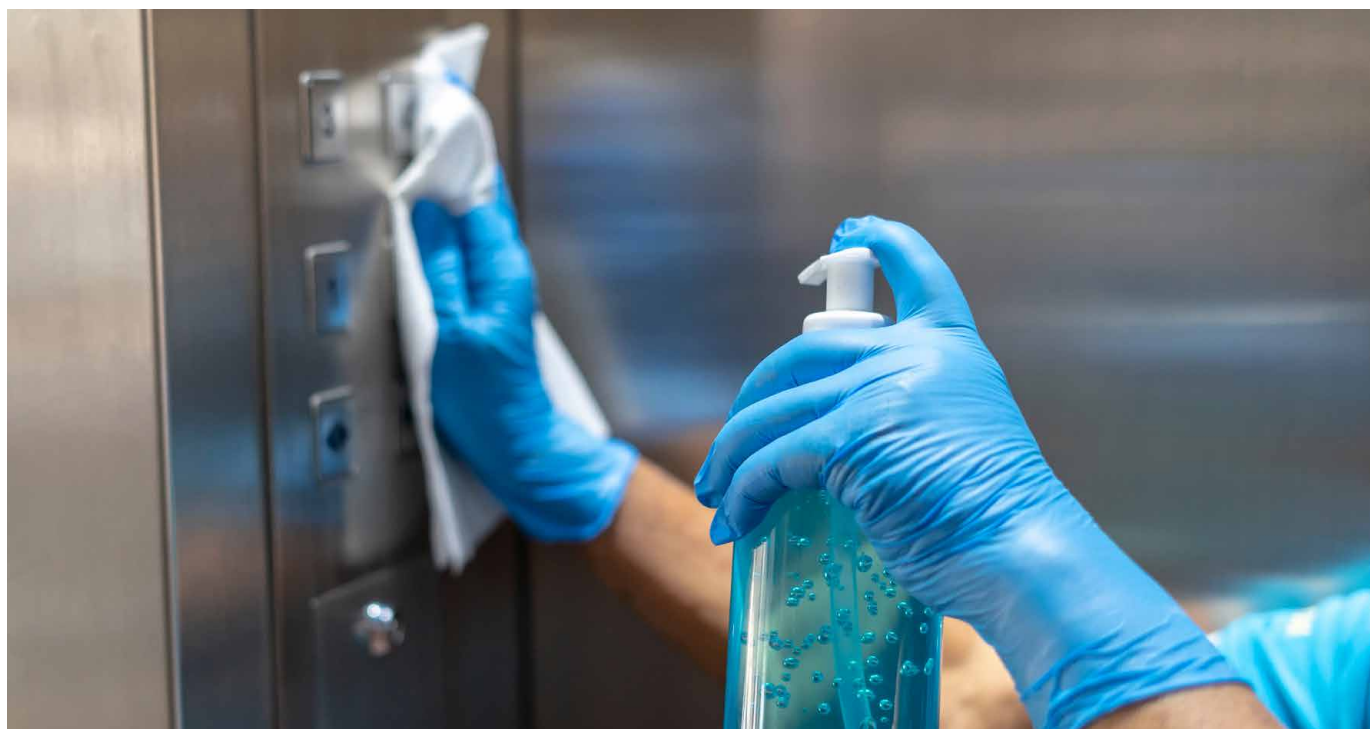
Owners and guests should be encouraged to communicate any special needs or questions prior to arrival.

Posting new signage is an important technique to ensure the implementation of new practices, including physical distancing between owners and guests, employees, and contractors.

Examples include, but may not be limited to:

- Discouraging congregating in crowded areas by marking all common areas, including elevators, with social distancing reminders and instructions.
- Limiting the number of employees, owners and guests in concentrated areas.
- Ensuring both owner and guest facing and employee facing signage are put in place at prominent areas.
- Making public access stairways identifiable, clean, well-lit, and maintained as per fire code.





EMPLOYEE & GUEST HEALTH

Pre-Arrival - in advance of the guest's arrival advise them of the property's protocols.

Example: pre-arrival emails, website alerts once booked or confirmation emails to include the property's health and safety protocol. Included but not limited to, changes in service, arrival flow and cleaning processes.

Reservations teams should be trained on protocol to share with guests at time of booking. Appoint a Manager to oversee the COVID-19 safe plan for each Property (or Properties) – where appropriate.

The manager is responsible for overseeing, implementing, updating the plan, training employees and ensuring that guests' hygiene-related questions are immediately answerable. This individual will also ensure that each establishment remains in compliance with any legislation and is the point of contact for any health agency interactions.

DEVELOP A CLEANLINESS PLAN

Develop, implement and continually up-date a COVID-19 plan. This is the blue- print for the elevated efforts being made to assure guests that a property is safe and clean.

This plan should address all steps being taken to sanitise or otherwise modify the property to minimise the chances of an outbreak or contagion event. The plan should be updated regularly based on changing legislation, information or events in and around the property, and other relevant circumstances.

Ensure that this plan is available to all staff and prospective guests to provide a sense of security so that they can feel comfortable in their choice to stay at your property. The plan should include a course of action when a guest or worker is diagnosed with coronavirus or another infectious disease.

PHYSICAL BARRIERS & AMENITY ACCESS

Resort Management should consider installing physical barriers, such as transparent screens, at potential points of transaction to provide proper separation between owners, guests, and employees.

Resort amenities, such as pool and spa areas, should be controlled to ensure proper social distancing guidance and to meet any local authority regulations.

RESORT EXPERIENCE: CONTACTLESS SOLUTIONS

In addition to reducing physical contact, further touchless solutions should be implemented, where practical, to limit the potential for virus transmission through communal objects or surfaces.

Timeshare resort operators should consider pursuing new technology and innovative practices to promote a safe, enjoyable, and positive holiday experience.



ENHANCED SANITATION

Resort operators should adopt and implement enhanced sanitation procedures specifically designed to combat the transmission of COVID-19.

Protecting against COVID-19 requires heightened sanitation practices. Specific practices may vary from one location to another. Each property will continue to tailor procedures to its own operating environment and the expectations of its owners and guests while aligning with Government guidelines and leading health and safety practices. Some may also adopt practices verified by third party certification services.

To promote the health and safety of owners, guests, and employees, every property should deploy enhanced sanitation procedures that include:

- Implementing more frequent hand washing practices for all employees and, in the absence of hand washing, make available the use of an alcohol-based hand sanitizer (at least 60% alcohol).
- Sanitising objects and surfaces more frequently, using products and disinfectants that meet requirements against COVID-19. Special attention should be paid to high-touch surfaces and shared equipment and facilities.
- Providing sanitisation areas that offer disinfectant wipes and hand sanitiser in public areas throughout facilities.
- Modifying business hours when necessary to carry out thorough sanitation and disinfection procedures to clean public surfaces, including resort amenities such as pools, spas, fitness rooms, game rooms, and other public activity areas.
- Providing new training for employees on implementing these measures with oversight on execution.
- Train and equip on-site staff on how to use Personal Protective Equipments (PPEs) such as gloves, disposable gowns, face shields and impermeable aprons.
- Assigning designated "COVID-19 safety managers and staff" on each shift.



PROMOTE HEALTH SCREENING

Resort operations should include screening procedures that require all employees to monitor their health, report any identified COVID-19 symptoms, and self-isolate if showing symptoms or awaiting test results.

Timeshare employers and operators should review their policies to enable these procedures and include the following practices.

Encourage employees to stay home when sick or when possibly exposed to someone displaying symptoms of the coronavirus. Resort owners and guests also have a role to play in preventing the spread of COVID-19. To help them fulfil this responsibility, Resorts should offer appropriate resources to owners and guests to better enable them to monitor and screen their own health prior to travel, including:

- Pre-arrival communication and on-site signage that specifies any COVID-19 symptoms.
- Guidance to local public health resources in case testing or treatment is needed.
- Pre-arrival communication to owners and guests, describing good health practices

to protect themselves and others, including the suggestion to refrain from travel should any COVID-19 symptoms arise.

- Communication practices that remind and encourage travellers to stay home if they are sick and to postpone travel until they are well.

Education for staff and the Resort community is critical.

The pandemic impacts all aspects of society and businesses must commit to a program of staff training to ensure competence and compliance with new hygiene and safety practices. ATHOC Members acknowledge their role in communicating, promoting and maintaining safe practice.

All companies will implement health declaration or symptom screening for staff.

Screening may include verbal/print questionnaire or electronic solutions.

- Companies may also wish to implement temperature or thermal scanning for staff upon arrival.
- Ongoing adherence will require implementation of training, auditing and record keeping processes.

OWNER AND GUEST EXPECTATIONS: A SHARED RESPONSIBILITY

Responding effectively to COVID-19 is a collective responsibility of resort operators, timeshare developers, owners, and guests. This guidance reflects the essential role that owners and their guests must play to help promote the health and safety of the entire timeshare family.

For social distancing, a family unit, (i.e. with the same residential address), will be managed as equivalent to one individual. As with individuals, each family unit will be required to maintain appropriate social distancing from all individuals who are not part of their direct family unit, even if travelling together.

Owners must work collectively to ensure that their resort facilities are a safe and healthy holiday environment. Owners also share a responsibility for their guests and should consider the following leading practices:

- Ensure you read all communications from resort management prior to arrival.
- Comply with resort specific rules regarding COVID-19 precautions and ensure all necessary parties also comply when on the premises.
- Be respectful of fellow owners and guests and report any issues to resort management.
- Ensure all visitors take action to stop the spread of the virus by utilising recommended hygiene practices, sanitising shared facilities and equipment after use, and washing hands often.
- Monitor your health and do not travel if any in your group are sick.

In the spirit of collective action, we urge all owners to do their part and follow government and industry guidance to help protect themselves and members of the timeshare community.

No industry can overcome this challenge alone. We are all in this together. While safety cannot be guaranteed, our industry can begin to reopen, and responsibly thrive again.

FRONT DESK

Front desk agents shall practice social distancing including utilising every other workstation to ensure separation between employees whenever applicable and possible. If workstations are 1.5 metres apart, then using all stations is acceptable.

Contact-less check-in, including mobile check in/check out and pre-group arrivals are encouraged, when feasible, to reduce lobby population and front desk queue.

In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.

Self-parking options should be emphasized, where possible.



LINES AND QUEUES

Where possible, businesses will ensure that markers and/ or physical barriers are installed to maintain a minimum 1.5 metres between individuals and/or family groups.

Companies will ensure that indoor lines and queues are planned to only allow patrons up to the maximum allowable capacity of the indoor space.

Where possible Companies will create unidirectional flow of customers, to reduce face-to-face interaction.

BACK OF THE HOUSE SIGNAGE

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces. In addition:

- Public spaces and communal areas cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.
- Hard non-porous surfaces will be cleaned and disinfected multiple times per day.
- Posting a cleaning schedule that indicates the frequency of cleaning common places (door handles, inside elevators, counters, and bathrooms) will be considered. This could include a visible cleaning log with date, time and cleaning person, posted in or near each washroom.
- Reviews of high traffic touchpoints (doors and buttons), look for options to reduce touching should also be considered.
- Use only sanitised or sealed keys/key cards.
- Recommend having a used key/key card drop box at reception or in lobbies.
- Create a used key/key card disinfecting process.
- Consider printing signage (posters, walkways and floor signs) to communicate sanitation/ hygiene/ Physical Distancing expectations and protocols, etc; signs to be posted on/ adjacent to:
 - Physical distancing expectations
 - Elevators and/or stairs, escalators protocol
 - Bathroom cleaning process (hourly sign off)
 - Transportation cleaning process
- Queue and physical distancing markers on the floor.
- Proper hand washing.



MAINTENANCE

As with Housekeeping, non-urgent in-room maintenance issues should be halted until a room is no longer occupied and has been cleaned according to post-occupancy standards.

If an instance arises where maintenance must be performed immediately in an occupied room, the hotel should have protocols in place to ensure the safety of both the staff and guest.

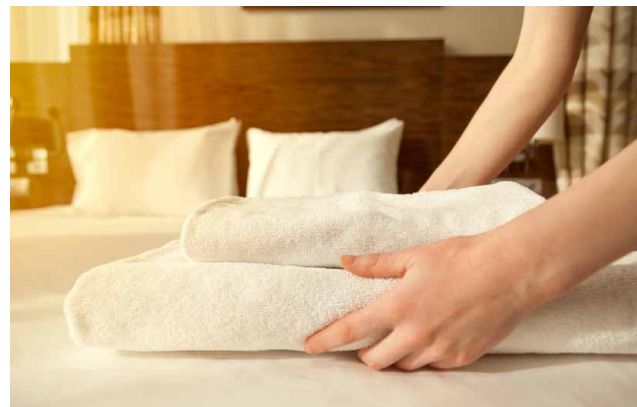
As a priority, all non-urgent room maintenance issues should cease. If maintenance must be performed, proper protocols should be in place prior to work commencing



CONSIDERATIONS FOR SALES, MARKETING, & TOURS CENTRES

Administrative, sales, marketing, and tours centres throughout the resort should be reimagined to reduce potential transmission. Because the operational procedures and physical layout of each centre is unique, adaptation of these guidelines will largely remain at the discretion of site managers. However, considerations should include the following adjustments:

- Where appropriate share any marketing information using electronic methods to minimize the exchange of paper.
- Where possible, remove excess furniture to naturally signal the capacity of a space and eliminate the possibility of congregation.
- Ensure sales associates can work in accordance with social distancing guidance.
- If too many guests are congregated, associates should help direct them to a more suitable location.
- Owners and guests should be encouraged to adhere to appointment times, reducing the possibility of any lobby crowding.
- Occupancy in presentation or meeting rooms should be minimised to allow for social distancing protocol.
- The maximum number of tours during a slotted time period will depend on tour reception, and sales centre configuration and space.
- Children and other additional family members should be allowed on tours if desired, especially if children's areas are closed.



WORKPLACE HEALTH & SAFETY PLAN

It is mandatory to develop a workplace health and safety plan for managing COVID-19.

This plan is a record of how you and your workers will stay safe at work during the COVID-19 pandemic. This information will help your workers and others know exactly what to do and expect.

You can refer to the Workplace Health & Safety Queensland guide, Work health and safety during COVID-19, to assist in completing your plan.

Don't forget to consult with your staff and their representatives to develop responses to the questions in the template, as well as any other people who are relevant to reopening your business.

The COVID-19 pandemic is an evolving situation—review your plan regularly and make changes as required.

NOTE: You do not need to send this plan to Workplace Health and Safety Queensland. However, you must complete and maintain your plan and make it available to Government officials if they ask for it.

National COVID-19 safe workplace principles – Safe Work Australia
www.safeworkaustralia.gov.au



*The holiday
must go on!*



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