



What will hotel visits be like? Here's your room-by-room look at the future

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Hotels are cautiously reopening for the summer travel season, but it's anything but business as usual in the hospitality industry.

Last week, the American Hotel & Lodging Association (AHLA) introduced its [Safe Stay guidelines](#) developed under the guidance of an advisory council that includes Accor, InterContinental Hotels Group, Marriot International, Omni Hotels & Resorts and Walt Disney. Now, the health and cleaning guidelines are being adopted by thousands of hotels, with many choosing to go beyond its recommendations.

Getting to your hotel

Arriving by air? There's a chance your hotel has started cleaning the area around you before you're even left the airport. Sandals Resorts identified 18 key touch points — or points of high contact — for extra cleaning, starting with airport lounges and vehicle transfers. Many hotels are increasing the frequency of airport transfers to reduce the number of passengers in each vehicle too.

If you're arriving via your own car, don't assume a valet team will be waiting out front, as many hotels like the Hotel Crescent Court in Dallas, Texas are suspending the service. Other hotels are keeping it and disinfecting the vehicle between drivers.

Bell hops — where are the bell hops? Be prepared to carry your own bags. [Camelback Resort](#) in Pennsylvania's Pocono Mountains has suspended its bell service, though guests can use bell carts which have been sanitized after every use. Its hotel employees aren't opening car or taxi doors upon arrival either.

Stepping into the lobby

Don't be alarmed if you're stopped at the hotel's front door for a wellness screening and temperature check. This is what Camelback is doing. The resort — which is scheduled to reopen on June 11 — is also asking guests to use hand sanitizer, wear a mask and comply with six-foot social distancing policies.

Next, you reach for the front door, and — there's no handle? It's been removed to eliminate a major touch point. How about a welcome drink? No dice. Instead, you'll be provided with branded PPE (personal protective equipment) upon arrival.

Inside the lobby, you will likely find your favorite hotel looks different. Aesthetics are taking a backseat to safety with social distancing signage displayed throughout hotels, hand sanitizing stations placed every 50 to 100 feet and furniture removed to discourage congregating. Floors may be marked to encourage one-way pedestrian flow between entrances and exits.