

Standard Operating Procedure (SOP)

Subject: Bed Bug Procedure
XXX

Created by:

Effective on: XXX

Revised on: XXX

What: Bed Bug are unlikely to be found, however possible for guests to travel with them in their suitcase and therefore spread them in hotel guest rooms.

Purpose: To ensure all departments are aware of how to properly deal with situation in case a guest reports a potential bed bug threat

Procedure:

1. Guest reports suspected bed bug situation to a staff member
2. Staff member informs MOD and MOD informs Director of Security and Director of Rooms/ Housekeeping.

Action points:

FO Manager

- Room to be placed out of order in PMS, rooms directly next to it, plus directly above and below should also be OOO and follow same procedure

- Arrange a room move for the guest, if guest is still on property
- When guest is moved to another room, second room needs to be placed OOO as well for the day of check-out
- Inform the following people via e-mail: *GM, Director of Ops, Director of Rooms, Director of Housekeeping, Chief Engineer, Director of Security*

Security Officer/Director of Engineering/Director of Housekeeping

- Superficial Room Inspection should be performed at this stage
- Incident report to be started
- Pest control partner to be contacted immediately for inspection should suspicion of bed bug be high. To Communicate with FOM date of inspection so that OOO status and dates can be adjusted accordingly

Housekeeping

- Room must not be cleaned at this stage, linen must be left as it is
- If guest wants their clothing to be cleaned, put everything in a separate bag. Bag will also be inspected by Pest control company and sent out to wash with special instructions.
- The room can only be cleaned after approval by

Director of Engineering and Director of Housekeeping/Rooms when the inspection has been completed. The linen needs to be put in a separate bag. Contact Linen company and inform them about possible situation

Inspection Complete

- When Pest control partner releases the room as completed and/or false alarm, cleaning can be performed and room can be released from OOO. Room can now be sold again
- Guest must be informed about status of inspection, please allow Director of Rooms or Operations to address situation with guest directly and handover information as appropriate.

What to say to a guest?

'Thank you for reporting the suspected bed bug infestation. We take this situation very seriously since the hygiene of our hotel and its rooms is of highest importance for us. Our Housekeeping and Maintenance teams are thoroughly trained to early recognize a possible infestation. Following our procedure, your room will be quarantined and it shall remain quarantined until a thorough inspection has been done by a licensed and recognized elimination specialist. This will be done (xxx). In the meantime, we have another room available for you. We will

reach out to you as soon as we have the results of the elimination specialist. It is our expressed commitment to make every guest experience an enjoyable one, and your comfort and satisfaction is very important to us.'