



BYATA's Guidance on Compliance for Backpacker Hostels whilst in COVID-19 Level 4

MBIE have provided a definition on the COVID Essential Businesses Website as follows regarding accommodation

“Backpacker accommodation providers may continue to operate under very strict protocols and management of access conditions. E.g. contact to be maintained only with people staying in the same room; common social and recreation areas to be closed; split shift access to common areas.”

<https://covid19.govt.nz/government-actions/covid-19-alert-level/essential-businesses/>

BYATA understands that it is not always easy to maintain people staying in the same room and split shifts for common areas, so we have pulled together some guidance on how you as the accommodation provider can comply with the guidelines and stop the spread of Covid19.

This serves as a guideline to help prevent the risk of infection and help you to become compliant.

BYATA recommends and supports that you invite the local Police onsite to inspect your own hostel's compliance.

Within the Hostel:

Stop the spread of COVID-19.

- Limit access to or where possible lock the front doors of your hostel
- Ask checked in guests and staff to sign in and out of the hostel as you would a contractor when entering or exiting the building
- Strictly no other people allowed onsite. Guests from other hostels are not to move between backpacker hostels, even to visit friends.
- Stick to your own bubbles
- Set up a 'what's-app' group for checked in guests, keep them informed and included. They are more likely to assist, if you provide regular updates
- Have an information board available in the hostel that gets regularly updated
- Provide more cleaning products for guests to use
- Make sure hand basins are regularly cleaned and well stocked with hand soap and paper towels
- Increase the frequency of cleaning regimes
- Increased cleaning frequency of surfaces that are likely to be touched more often such as Eftpos machines, tv remotes, light switches, taps, door handles, computer keyboards

Strictly no parties (or get-togethers) inside or outside the hostel during lock down...

Sleeping:

- Staff and guests should not share the same sleeping space
- Guests ideally in their own rooms where practical
- If not practical decrease your dorm sizes by 50% or more to support social distancing

Backpackers Youth Adventure Tourism Association

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**Common areas:**

- Close or limit the areas for common areas within your hostel where practical
- Where not practical put in place a maximum number of guests that can use your kitchen/TV room at one time in line with social distancing guidelines.
- Have set mealtimes for different groups to limit contact.
- Wash and dry kitchen utensils before and after use.
- Consider issuing cutlery and plates to individual guests for the duration of their stay
- Offer more tea towels. Wash them more regularly

Outside of the Hostel:

Authorities and the media take a dim view of groups such as 3 pax or more moving around outside without valid reason and could end up being detained.

- Talk to guests about why they should stay indoors as much as possible
- Limit the number of guests to 2s and 3s that go outside for purposes such as exercise
- Explain the dos and don'ts to your guests on exercising such as no surfing, getting in the car to hike, visiting landmarks, visiting friends, going to the beach etc.
- Only one person at a time should visit the supermarket and buy for their bubble
- Limit the amount of times you visit a supermarket.
- Loan your hostel bikes or sports equipment and sanitise before and after each use
- Set up Workout times – Les Mills has a LIVE workout every morning on TV (adhering to social distancing & keeping within your own bubble)
- Seasonal workers are able to work, but they must adhere to social distancing
- Seasonal workers should remain in their own bubble and stay together as a group (so shared facilities – mealtimes – communal areas are okay, if they stay in their small bubble).

Costs:

- Apply for Government subsidies that have been put in place to safeguard jobs
- Discuss with landlords any opportunity for lease freezes or reductions
- Talk to your Wi-Fi providers about reducing caps to Wi-Fi to enable guests to download and stream more online content and to connect with family and friends back home.

If your guests and/or staff have symptoms of COVID-19: Call Healthline then isolate.

- If guests are feeling sick to notify reception immediately especially if they display symptoms such as, fever, cough, breathing difficulties.
- Have an isolation room set up should a staff member or guest displays any of the above symptoms. Then call Healthline and await further instruction

In Summary:

- Strictly no parties or get togethers during lock down (inside or outside)
- Zero tolerance for guests and staff breaking the rules.
- Invite the NZ Police to your hostel and discuss the measures your hostel has taken to stop the spread of Covid 19. Give the NZ Police confidence that you comply with MBIE guidelines as an Essential Service provider
- If guests break your bubble and/or bring in outsiders, they should be removed from the hostel – they are putting you, your employees and your guests at risk