

### CLEANING

- Each guest room that is available for rent must be serviced and cleaned before each new guest.
- Cleaning includes:
  - Floors swept or vacuumed.
  - Wet-clean hardwood surface floors.
  - Furniture, fixtures, and items of decoration cleaned.
  - Interiors of drawers cleaned.
  - Toilets, sinks, bathtubs, and shower areas cleaned and sanitized.
  - Sinks, bathtubs, and shower areas free of hair, mold, and mildew.
  - Bed linens and bath linens must not be used for cleaning or dusting.
  - Trash containers must be emptied and cleaned, and new liners provided.
  - Ice bucket liners must be replaced with new liners.
  - Used guest toiletries and soap replenished.
  - Guest room visually inspected for evidence of insects, rodents, and other pests.
  - If a coffeemaker is present in the guest room, the coffeemaker must be rinsed. If the coffeepot is visibly soiled or contaminated, it must be washed, rinsed, and sanitized. A fresh supply of coffee, condiments, and any single-service articles must be replenished.
- Employees must wash their hands after handling dirty linens or cleaning the toilet room.



### SERVICING

- Each rented guest room must be serviced daily in the following manner:
  - Clean bathroom linens, towels, and washcloths provided.
  - Bathmats, if provided, must be clean.
  - Clean bed linens provided, and the bed made.
  - Floors swept or vacuumed if visibly soiled, and hard-surface floors wet-cleaned if visibly soiled.
  - Toilet, sink, bathtub, and shower area cleaned if visibly soiled.
  - Trash containers emptied and cleaned if visibly soiled. A trash container liner may be reused during the same guest's stay if the liner is not visibly soiled.
  - Soap and prepackaged guest toiletry items replenished, as necessary.
  - Toilet paper replenished, as necessary.
  - Clean ice bucket liners provided and replaced, as necessary and upon guest request.
  - Glassware and cups, if provided, must be replaced with clean and sanitized dishware. Single-service cups must be replenished.
- Each guest room must be serviced daily during the guest's stay if the stay is less than five days, unless the guest requests that all or part of the room not be serviced.
- If the same guest continuously occupies the same room for five or more days, the room shall be serviced and cleaned at least every five days.