Getting back to business travel
At the hotel

As you resume business travel, information will be at the heart of your defenses against COVID-19. Travel managers can provide you with timely and relevant information, particularly when deploying travel management company (TMC) backed apps like BCD Travel's TripSource®. We've shared some extra advice and tips you can use throughout your trip to support a seamless and safe experience when away from home.

When booking a room
- Compare **hygiene and cleaning protocols** when selecting a hotel.
- Look for any **guest feedback** on a hotel's COVID-19 response.
- Consider a **lower floor** room to avoid the elevator.
- Signing up to the hotel's **loyalty program** may offer some advantages when selecting a room.
- Check if a hotel charges a **cleaning supplement.**
- Confirm the hotel has been **certified** for its hygiene and COVID-19 response.

Before arriving at the hotel
- Download the **hotel's app** for the information and contactless experience it may offer.
- **Contact the hotel** to find out what to expect and what's expected of you. This may differ by hotel.

Arrival
- Make sure you understand any **local rules** relating to hotel stays.
- You may have your **temperature checked** before being allowed in the hotel.
- Be prepared to wear a **face mask** until you're safely in your room.
- You might be led to your room by a **robot.**
- You may have to **carry** your own **bags** to your room.
- **Carry a pen** with you, in case you need to fill out any forms.

Dining
- If dining in the hotel, **book a table**, as space may be limited.
- Use the **hotel's app** when booking a table to receive an **alert** when it's time to dine.
- You may need to **wear a mask** in the dining room to protect other diners as you pass by them.
- If concerned about using the restaurant, use **room-service** instead.

Check-in
- **Check-in online** or using the hotel's app to save time and reduce face-to-face interaction with staff.
- The hotel may require a **health declaration** to prove you are fit and healthy.
- Make sure the room has been sanitized and rested **between occupancies.**

Amenities and facilities
- Check the **hotel website** to see how it's adjusted its offering.
- Find out what **facilities** must now be **booked** in advance.
- **Bring** what you need to make up for amenities removed from the room, e.g. alarm clock, minibar.

Throughout the hotel
- Take note of **signage** reminding of **good hygiene** practices.
- Remember to **keep your distance** in all queues – check-in, elevator, dining.
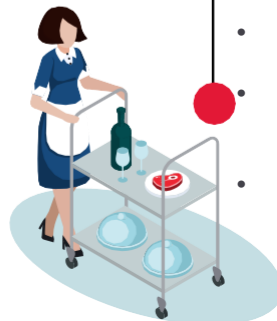- Consider an alternative to **meeting colleagues** in the hotel lobby.

Departure
- **Feedback** on your stay to your travel manager to help other travelers make informed hotel decisions.