

## NC Hotel & Restaurant Operations

### *COVID-19 Re-Open Phases*

Drafted May 8, 2020

Since the beginning of the COVID-19 pandemic, Governor Cooper has not closed hotels and allowed our lodging properties to remain open and operations for overnight accommodations – with the exception of the closure of dining facilities, fitness rooms, and pools within the properties.

In partnership with NC DHHS, NC State University, and Visit NC, NCRLA has created the Count on Me campaign. This effort is a one-of-a-kind industry promise that we will continue to uphold our already stellar safety and sanitation practices and have created strategies to further protect our employees and customers from COVID-19. We will soon launch a multi-course training that will focus on dining facilities, lodging properties, and tourist attractions. [Count on Me](#)

In addition to our unique campaign and training program, AHLA has created the [Safe Stay](#) program designed specifically for lodging properties.

NCRLA encourages lodging operators and team members to take advantage of all the training resources which will help instill confidence in your staff and your guests. All free of charge.

Starting with Phase 2 of the Governor’s re-opening plan, which comes 2-3 weeks after Phase 1 begins at 5:00 pm on Friday, May 8th, fitness centers and pools will be allowed to re-open including those located in lodging properties.

### **Phase 1 — [Governor Cooper EO 138](#)**

#### *Phase 1 (begins 5pm 5/8/2020)*

- All hotels continue to be allowed to remain open and serve all travelers
- Stay at home orders remain in place
- Social distancing continues
- Golf courses remain open
- Restaurants allowed to continue operating take-out and delivery
- Hotel retail, gift shops open at 50% capacity
- Gatherings remain limited to no more than 10 people
- Hotel fitness centers and pools remain closed
- Face coverings recommended in public

*Phase 2 (begins at least 2-3 weeks after Phase 1 begins)*

- Stay at home order lifts
- Hotel pools allowed to open with limited capacity, social distancing, and enhanced safety protocols
- Hotel fitness centers allowed to open with limited capacity, social distancing, enhanced safety protocols
- Hotel personal care facilities (salons, spas) open with limited capacity, social distancing, and enhanced safety protocols
- Restaurant dine-in opens with reduced capacity, social distancing, and enhanced safety protocols – continue take-out and delivery
- Bars open with reduced capacity, social distancing, and enhanced safety protocols
- Number of people allowed at a gathering increases – including meeting, entertainment, and event venues

*Phase 3 (begins at least 4-6 weeks after Phase 2 begins)*

- Increased capacity to operate restaurants, bars, spas, personal care services, retail, fitness centers, and pools.
- Further increase the number of people allowed at all gatherings.

[Click here for updates – NC Gov](#)

[Click here for updates – NC DHHS](#)