

COVID-19 Hotel Reopening FAQ

Social Media Management | HOTEL NAME

FREQUENTLY ASKED QUESTIONS

Are there any updates to your cancellation policies?

Answer Here:

If any, what are your new housekeeping and cleaning policies?

Answer Here:

If applicable, how have your guest service interactions for check-in and check-out changed?

Answer Here:

Have you implemented any new technology on property because of COVID-19?

Answer Here:

Describe to the best of your ability the status of surrounding hotel attractions - are most businesses open/closed, what can guests expect when they arrive as to how their vacation experience will be altered?

Answer Here:

Describe to the best of your ability “social distancing” measures your hotel is taking for arrivals and departures, restaurant experiences, gym usage, pool usage, etc.

Answer Here:



Provide any links to local government rules and regulations on current “safer-at-home” or “shelter-in-place guidelines.

Answer Here:

Can guests apply a previously promised rate to an upcoming stay?

Answer Here: *(Example: Thank you for contacting HOTEL NAME. Our doors are now open! Please contact...)*

Considerations for your website/social channels:

If you are able, provide high-level priority consumer confidence messaging.

(Example: “We guarantee that.....”, “We are now certified.....”)

Consider Facebook bot messaging communicating that the hotel is now open again.

(Example: Thank you for contacting HOTEL NAME. Our doors are now open! Please contact...)