



Enforcing Smoke-free Policy in Hotel

- ❖ Post smoke-free signage prominently in all rooms.
- ❖ Train all associates have to respond to potential violations of the policy. For example, housekeepers are trained to observe signs of smoking in the hotel.
- ❖ Remind guests at the time of booking and upon arrival at the hotel that smoking is not permitted inside the building.
- ❖ Send guests a pre-arrival email notifications including a reference to the policy.
- ❖ Charge a room recovery fee for guests who do not comply in order to cover the extensive cost of restoring guest rooms to a smoke-free condition.
- ❖ Have the guest initial and/or sign a form upon check-in acknowledging that charges may be applied to a credit card for damages from smoking in a the room.
Example: "I hereby acknowledge that smoking is not allowed in my guest room. If anyone in my party, or anyone I invite, smokes in my guest room, I hereby expressly authorize the management to charge my credit card the amount of \$xx.00 to reimburse the management for the additional cost of cleaning my room."
- ❖ Instruct guests to contact the front desk or management if the guests notice any smoke smell, cigarette refuse or other evidence of smoking in the room when the guests arrive at the room.
- ❖ Request that the guest contact management immediately if any smoke smell or damage is evident in the room upon the guest's arrival.
- ❖ Substantiate the cleaning costs if challenged by a credit card company or guest:
 - ⇒ Provide an invoice from a third-party cleaning service
 - ⇒ Provide time records for the time employees spent cleaning the room; or
 - ⇒ Get an affidavit from hotel management confirming the cleaning hours required.

The Health Department is available to assist you in this process and answer any questions.

Phone: 311 or (877) 286-6431 Email: smokefree@nola.gov