

Hello, Indiana Tourism Partner!

You are a member of a mighty 150,000+ person industry. On any given day across Indiana, you have served local residents and travelers with delicious meals, comfortable overnight stays, unforgettable experiences, unique shopping and much more. All this, with a special welcome, friendly smile and genuine customer care that Indiana is known for.

In recent days, COVID-19 has disrupted our industry and the communities that we call home. Through it all, Hoosier Hospitality hasn't given up. Indiana's tourism industry is stronger than ever. We all must add new procedures and operate a little differently to welcome visitors back. We can do it together!

The Indiana Tourism Association is presenting you with a new tool to help both you and your staff prepare for visitors and communicate to them what they can expect.


OUR HOOSIER HOSPITALITY PROMISE

Please review these materials and finalize your new procedures. When you are ready to welcome customers inside, hang the Hoosier Hospitality flier outside your door. You will show that you are offering guests a healthy and safe environment that they can enjoy.

Hoosier Hospitality Promise Checklist:

- Hand sanitizer or hand washing stations readily available at entrances
- Encourage social distancing in gathering areas and common spaces
- Install physical distancing barriers between employees and visitors
- Limit guest capacity to ensure space for social distancing
- Place all indoor and outdoor seating 6-feet apart
- Clean and sanitize restrooms, fitting rooms, dining rooms, guest rooms and common areas regularly
- Administer a health check to each staff member prior to shift
- Provide Personal Protective Equipment to staff members and require use
- Keep up to date on health and safety policies and adopt new practices
- Be prepared to welcome visitors' feedback and suggestions. Remember that these new procedures are designed to make customers feel safe and healthy.

Thank you for being an important part of this industry-wide effort. Establishments across the state are participating in the Hoosier Hospitality Promise. Together, we are welcoming travelers back to Indiana!

A handwritten signature in black ink that reads 'Carrie Lambert'.

Carrie Lambert
Executive Director
Indiana Tourism Association

Additional Resources on Next Page

Additional Resources:



There are specific requirements for food preparation and service. Please visit the Indiana Restaurant & Lodging Association's website to learn more.

<http://www.inrla.org/page/Hoosier-Hospitality-Promise>



The Indiana Tourism Industry is committed to following Governor Holcomb's Back on Track Indiana plan. Review the plan and documents.

<https://backontrack.in.gov/>



If you are looking for an alternate source for supplies for your small business, visit the State of Indiana PPE Marketplace.

<https://backontrack.in.gov/ppemarketplace.htm>



U.S. Travel Association's Industry Guidance for Promoting the Health and Safety of All Travelers.

https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf

The Indiana Tourism Association advocates the value of tourism in Indiana's economy and supports the best practices of its member organizations that represent all facets of the tourism industry, including destination marketing organizations, attractions, lodging, restaurants and festivals/events.