

## UPDATED 01/08/21: County of Ventura Guidance for Lodging Businesses (Hotels, Motels, and Short Term Rentals)

Due to clarification from the State of California Public Health officials, Ventura County's guidance for lodging facilities has been revised. While the County is under a State Regional Stay at Home Order, no lodging operators may accept reservations for non-essential travel, even if the traveler is willing to quarantine.

01/08/2021

### Q. Can lodging facilities honor existing reservations?

A. No, existing reservations arriving during the Regional Stay at Home Order cannot be honored unless the reservation is for accommodation for COVID-19 mitigation and containment measures; treatment measures; accommodation for [essential workers](#) (traveling for work); or providing housing solutions, including measures to protect homeless populations. All reservations for non-essential travel are not allowed and must be cancelled.

### Q. What new reservations can be accepted?

A. Reservations can only be accepted for accommodation for COVID-19 mitigation and containment measures, treatment measures, accommodation for [essential workers](#) (traveling for work), or providing housing solutions, including measures to protect homeless populations.

### Q. What do I do if a non-essential traveler doesn't cancel and shows up at my hotel with a reservation?

A. If a non-essential traveler is unable to be contacted and arrives in Ventura County, you are allowed to accept that reservation and the travelers should be made aware of the Regional Stay at Home order and requested to make arrangements to return to their place of origin as soon as reasonably possible.

### Q. Who would be an essential traveler?

A. Some examples of guests who could be an essential traveler include people who need to self-isolate or quarantine, people who cannot stay in their own home (such as when another household member is quarantining in the home), and people in the area to care for a vulnerable person, such as a minor/dependent, the elderly, or a person with disabilities. Also allowed is anyone who needs 'housing', such as a person in transit to another location and needs accommodations along the way or a person who needs housing due to unforeseen circumstances, such as being a victim of domestic violence, a stranded traveler, or a person whose housing becomes uninhabitable, etc. Persons experiencing homelessness can also be accommodated.

Q. What do lodging facilities need to do to ensure travelers who call or go online to reserve lodging are essential?

A. Some best practices are listed on the [California Hotel and Lodging Association](#) website. These include:

- A pre-recorded message on the in-coming reservation/phone line.
- A link/message on the website, which could be on the home page or during the reservation process.
- Link to [www.covid19.ca.gov](http://www.covid19.ca.gov) or Regional Stay-At-Home Order or directly to California's "About COVID-19 Restrictions" webpage.
- A pre-arrival communication that they will be required to provide proof attesting that the travel abides by these guidelines.

Q. Do these travel restrictions apply to other types of accommodations (short term rentals)?

A. Yes, short term rentals have the same travel restrictions and similar cleaning and safety protocols that apply to hotels (signage for face covering and physical distancing requirements, etc.). Property managers, timeshare operators, and other rental unit owners or operators cannot rent rooms or spaces within an occupied residence. No mixing of households is allowed at short term rentals at any time and units intended for large gatherings are not allowed. Non-essential reservations cannot be accepted.

Q. Do Essential Travelers need to quarantine?

A. It is recommended that Essential travelers quarantine for 10 days unless they are coming in to meet healthcare surge needs or assisting with other emergency response.

Q. Are employees allowed to travel to and from the hotel?

A. Yes. Hotel employees are considered essential workers.

Q. How do I ensure that guests are essential travelers or otherwise permitted to travel?

A. Guests MUST be notified of the guidelines before booking a reservation.