

Sample Property Closure Checklist



BCHA

Item	Description	Date & Time Completed	Maintenance Sign-Off	Manager Sign-Off
Pool	Shut off boiler, levelers, top up chemicals, close skimmers, turn air temp down, leave chemical system & circulation pumps running.			
Hot Tub	Drain tub and shut off filtration and levelers. Shut off chemical system, open sand filters. Turn off steam generator if applicable. <i>May differ for hot tubs with marcite.</i>			
Pool	Shut off all pool lights except emergency lights, deadbolt doors, bathroom doors propped open.			
Filters	Check and change all filters in MUAs, RTUs, furnaces.			
Pumps	Turn off water heaters & circulation pumps.			
Thermostat	Check all thermostats to ensure correct setting. Prop all room doors open prior to leaving.			
Walk Through	Complete check of entire building including rooms to ensure no water issues (e.g., toilets, ice machines, etc.)			
Water Shut Off	Shut off water to toilets and sinks in all guest rooms and public washrooms.			
Electrical Appliances	Unplug everything except PTACS in guest rooms. Leave fridges open.			
Domestic Water	Shut off domestic water where it enters the building. DO NOT SHUT OFF THE FIRE SUPPRESSION.			
Machines	Unplug all ice and vending machines.			
Public Areas	Unplug all items in public areas (e.g., fridges, lamps, fireplaces, water cooler, fitness equipment, TV, breakfast area appliances.)			
Electric Heaters	Complete check of heaters in hallways, stairwells, and entrances.			
Security	Complete walk through to ensure all exterior doors are closed & locked. Room doors should have secondary locks applied.			
Windows	Secure all windows.			
Signage	Turn off all outside signage.			
Property Management System	Close down system for dates closed.			
Reservations	Contact all reservations including meeting rooms, relocate to other property or cancel.			

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Vendors	Contact and advise vendors/service personnel that may be on site during period of closure (e.g., vending machines).			
Forward Phones	To applicable alternate contact.			
Out of Office	Set out of office reply on GM and FD email. Create signage for exterior doors.			
Payroll	Contact payroll for final hours and lay off procedures . Complete a list of team members & email payroll with their last day of work.			
Night Audit	Schedule night auditors until tentative date of re-opening and run night audit daily.			
Stock Transfer	Transfer any stock that will expire to sister property or appropriate local source.			
Float	Secure float and secure master keys. Put “no cash on premises” sign on door.			
Inventory	Complete supplies inventory and remove product from mini-mart so no product is on the shelves.			
Safety Watch	To be completed hourly. GM to sign off in teams that property has been checked.			
RCMP	Notify of temporary closure.			
Provincial Health Body	Notify of temporary closure.			
Municipality	Notify of temporary closure.			

Safety Watch

Daily walk throughs should include:

- Check pool balance and add chemicals if needed
- Check for any leaks on premises
- Listen for unusual noises coming from roof top units
- If you notice odours in the building, you may need to add water to the traps (e.g., floors, sinks, tubs)
- Check thermostat temperatures to ensure they are working
- Never complete alone. Follow the buddy system (i.e., in person buddy or via telephone with sister property)
- Initial every hour and complete every day that closure is ongoing

Sample Closure Message

“As concerns over COVID-19 and community spread escalate we have made the decision to temporarily close our location. We anticipate reopening as soon as possible. Our sister property XXX will be remaining open to assist with all your travel needs. All calls will be forwarded to XXX. If you require any assistance, please call 555-555-5555. Thank you for your understanding.”

The British Columbia Hotel Association (BCHA) disclaims any liability with respect to the use of the information or reliance thereon contained in this document. Be sure to notify your insurance provider of any property closures. It is highly recommended that one individual be present on premises 24/7 to mitigate risks associated with unoccupied properties.

200 – 948 Howe St., Vancouver, B.C., V6Z 1N9, T: (604) 681-7164