

COVID-19 and Future Recovery

- COVID-19 has changed habits and norms in American life like few events in our history.
- Travelers, accommodations providers, and communities are charting out a path forward to welcome tourism back to cities in a way that addresses concerns around cleanliness, hygiene, and sanitization.
- For the U.S. tourism economy, any recovery will be led by new and enhanced cleaning guidelines and practices.

Expedia Group's Efforts on Short-Term Rental Guidelines

- Expedia Group's Vrbo is leading the broader vacation rental industry in proactively issuing voluntary guidelines for cleanliness to help property managers responsibly welcome guests in local communities when it is safe to travel. We are doing so without a government mandate, but because we believe—as responsible actors in local marketplaces—that this is the right thing to do.
- Expedia Group's vacation rental guidelines help ensure traveler safety; identify opportunities to enhance cleanliness practices; and encourage partners to use accurate, reputable sources of information, including the World Health Organization (WHO), the Centers for Disease Control (CDC), and local authorities. A sampling of the guidelines include:
 - Implement enhanced cleaning and disinfecting of the property between stays.
 - If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get periodic confirmation that they are being followed by the company contracted.
 - Support good hand hygiene for guests and anyone involved with the property, by providing sufficient hand sanitizer, and antibacterial soap products at property entry points and key areas. Also encourage handwashing regularly with water and soap for at least 20 seconds.
 - Implement social distancing policies during check-in and check-out, and any interactions with guests, staff, local community; where possible, encourage minimizing these interactions.

- Recommend removing shoes when entering the property and leaving them at the entrance (if possible, outside).
 - Cleaning equipment should be cleaned and disinfected before and after use to minimize the risk of contamination.
 - Cleaning products, Personal Protective Equipment (PPE), and tools should be in good condition and supplied appropriately for the size and usage of the property.
 - Prioritize high-touch surfaces and review linen management.
 - Once guests have checked out, wait at least three hours before entering the property for cleaning. Let the property remain empty for 24 hours after previous stay's checkout.
 - Vrbo also recommends self-check-in or contactless check-in and check-out, standard check-in/check-out times to avoid disruptions of the enhanced cleaning process, using a professional cleaning company, making PPE available to guests (especially masks) when leaving the property, and serving individually wrapped food items, if at all.
- Vrbo incorporated publicly available information from the WHO and the CDC and consulted with The Infectious Diseases Society of America (IDSA), Expedia Group partner expert Cristal International Standards, part of the Intertek Group, and the Vacation Rental Management Association (VRMA).
 - But these efforts to support the safe reopening of communities can't be the initiative of one company or one segment of the industry.
 - That is why Expedia Group partnered closely with the U.S. Travel Association and the Vacation Rental Management Association (VRMA) on the development and release of their updated standards.

Industry Collaboration to Protect Travelers Across the Travel Ecosystem

- The U.S. Travel Association's guidance covers all aspects of the broad travel ecosystem, from restaurants and hotels to vacation rentals and airlines.
- U.S. Travel's document applies to the broader travel community, extending beyond short-term rentals, to encourage modified practices or redesigned public spaces to protect employees and customers; touchless solutions; enhanced sanitation procedures; health screening measures; and procedures if an employee tests positive for COVID-19.

- Vacation rentals offer a unique and important option for travelers. An option that will become more important to travelers looking for a safe and comfortable place for family travel.
- That is why we also partnered with the Vacation Rental Management Association (VRMA) to develop aligned guidelines for all property managers – regardless of whether they partner with Expedia Group.
- VRMA’s standards very closely align with Vrbo’s, given the singular focus on short-term rentals.
- Specifically, VRMA addresses disinfecting and sanitation procedures; proper PPE usage; cleaning agents and equipment; cleaning and inspections; soft surfaces and upholstery; linens and bedding; trash removal; and maintenance.
- Together with the medical community, we are proactively engaging with our partners and customers to share best practices, guidelines, and other relevant information we will need to ensure responsibly welcome guests back to communities, when the time is right.

###