



Best Practices for Managing Anti-Mask Guests at Hotels

Publication

8.13.20

As an increasing number of businesses require guests to wear face coverings, there has been an increase in the number of reports of pushback from customers. As hotels re-open and welcome guests back onto their properties, what should they do if an anti-mask guest disrupts their business? **Andria Ryan**, co-chair of Fisher Phillips' Hospitality team, provides a 5-step action plan in her article for *Hotels Magazine*. In her article, she recommends that hotel employers understand their legal rights, reasonably accommodate guests with medical conditions and to thoroughly train their staff on diffusing potentially delicate situations.

To read the full article, visit [*Hotels Magazine*](#).

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