

Tech Impact Report

California hotel invests in temperature-reading tech

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To keep guests and employees safe, Hotel Amarano Burbank-Hollywood implemented thermal imaging technology that reads body temperatures as guests and employees enter the hotel.



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BURBANK, California—Hotel Amarano Burbank-Hollywood's focus on guest and staff safety, which has become more important throughout the COVID-19 pandemic, has led to some technology investments for the hotel, according to GM Tom Whelan.

The hotel implemented a non-invasive thermal imaging technology in October that reads body temperature and detects fevers, Whelan said.

The thermal imaging and fever detection system is located in the lobby level of the hotel and can read body temperatures of up to a 40-foot distance and scans temperatures automatically as people walk in.

If a fever is detected, the system discretely sends encrypted images of persons with abnormal body temperatures to the health and safety officer at the hotel. The guest is then notified of their high temperature.

Once the person is notified of their high temperature, they are taken to an isolated room where they can call their health care provider, Whelan said via email.

Employee health and safety

To prevent the spread of the virus, Whelan said team members are instructed not to come to work if they don't feel well.

“If they fall ill during work, then we send them home so they can rest and take care of their health,” he said.

Guest response

The reaction to the thermal imaging technology from guests has been very positive, Whelan said.

“Many of our guests are very impressed the hotel has gone to this length to ensure safety for them and hotel employees,” he said. “Overall, the feedback has been very positive, and guests are very happy the technology is in place.”

He said the technology also gives guests peace of mind that the hotel has gone to these lengths to ensure their safety.

“There is no other camera like this in other hotels around the country, and our guests and employees walk into the hotel knowing there is this extra layer of safety,” he said.

Open to other health tech

While [Hotel Amaranó](#) has not invested in other types of health-focused technology, Whelan said the hotel is “always looking at other options on the horizon.”

“If there something that could benefit our guests and employees, we will look into it,” he said.