



COVID-19 PROTOCOLS

SOCIAL DISTANCING MEASURES & CONTACTLESS EXPERIENCE

SOCIAL DISTANCING MEASURES

Queue will be clearly marked for appropriate social distancing. Seating in restaurants, lounges and pool is spaced apart in accordance with local laws and guidelines. Guest elevator occupancy is limited to family members or four non-family individuals.

MANDATORY MASKS

While on property for your safety and that of other guests, we require the use of facial coverings while on property.

OUR TEAM

Submit to temperature screening upon arrival for each shift. Are equipped with personal protective equipment including face masks which they wear at all times. Have received training on COVID 19 sanitation protocols. Will identify where adjustments are needed no matter what role they have or what area of the hotel they may be working in. Will be overseen by a designated property cleanliness champion.

ENHANCED CLEANING PROTOCOLS & HOUSEKEEPING SERVICE AT THIS HOTEL

The well-being of our guests and team members is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our properties. Below are steps we are taking to keep our guests, employees, and community healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans as needed.

CLEANING PROCEDURES

Deeper, more frequent cleaning of high-traffic and high-touch areas using products that kill the novel coronavirus. Restaurants will use single-serving condiments and laminated menu to be sanitized after each use. Introduction of new cleaning protocols using sanitization products for public spaces. We are evaluating new air sanitation technology, in addition to using HEPA filters. High-touch items such as pens and magazines have been removed from guest rooms but are available upon request. Hand sanitizer dispensers are placed throughout the hotel.

GUEST ROOMS

Daily housekeeping service is provided when the guest is not present in the room. Deep cleaning between guest stays; focus on sanitizing every area of the room. Deep cleaning of high-touch items such as handles, knobs, pulls, and remote controls. High-touch items such as magazines, pens and pads have been removed and are available upon request only

Every guest room is thoroughly cleaned and disinfected between each guest. We will continue to provide housekeeping services daily while you are away from the room. If you have any specific housekeeping preferences or would like to not receive housekeeping service during your stay, please contact guest experience at any time.