



MIAMI

COVID-19 PROTOCOL

SOCIAL DISTANCING MEASURES

Throughout our public and team member areas, queue will be clearly marked for appropriate social distancing through signage and monitoring. 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

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

OUR TEAM

All team members will submit to temperature screening upon arrival for each shift and will be equipped with their own sanitizer and personal protective equipment which will be worn at all times. Each team member will be trained on sanitation protocols.

PUBLIC AREAS

Thermal cameras are installed in our lobby and restaurants to scan the temperature of every person entering the property, and anyone with a temperature of 100.4°F/ 38°C will be asked to leave our premises. High touch points like door handles, elevator surfaces and public area furniture will be sanitized constantly. Plexiglass barriers have been installed in our front desk and specific restaurant areas and are disinfected multiple times per day.





MIAMI

ENHANCED CLEANING & HOUSEKEEPING SERVICE

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 virus-eliminating products. Restaurants will offer paperless QR menus for all guests and our kitchen staff will practice rigorous cleaning processes. We are evaluating new air sanitation technology, in addition to using HEPA filters.

Touchless hand sanitizer dispensers are placed throughout the hotel.

GUEST ROOMS

Daily housekeeping service is provided when the guest is not present in the room, focusing on deep cleaning of high-touch items such as handles, knobs, pulls, and remote controls. Other 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 by calling us directly at **305-712-7000** or by sending an email in advance to **info@east-miami.com**.

As new information becomes available, we will make the needed adjustments and will remain vigilant to keep you and our community safe.

