

Covid-19 Hotel Protocol/ Precautions as of 8/1/2020

Guest Rooms:

- Enhanced cleaning with special attention on “high touch” areas
 - Door handles
 - Light and lamp switches
 - Thermostats
 - Refrigerator doors
 - Phones
 - Drawer pulls
 - In-room safe fronts and key pads
 - Alarm clock
 - Faucet and shower handles

- Television remotes-disinfected and sealed in one-time use plastic sleeves
- Glassware replaced with individually wrapped, one-time use plastic cups
- Hotel collateral, including writing pads, pens, magazines, menus and directories removed
- Packets of individual antibacterial wipes provide to guest at check in
- Guestrooms not enter by staff for length of guest’s stay, other than emergencies
- Guestroom amenities available at hotel front desk or provided via “no contact” delivery
- Guestrooms clean 24 hours or greater after guest’s departure

Public Area:

- Enhanced lobby/public space cleaning with special attention on “high touch” areas
 - Door handles/handrails
 - Light and lamp switches
 - Phones
 - Check-in/check-out counter
 - Lobby seating and tables
 - Bell carts
 - Elevator call and floor selection buttons
 - All surfaces in public restrooms

- Lobby staff wearing face covering masks and gloves
- Guests/customers to wear face coverings
- Signage promoting social distancing and personal hygiene
- Floor markers promoting social distancing
- Maximum elevator capacity signs
- Designated “Entry Only” and “Exit Only” exterior doors
- Front desk agents work behind plexiglass shields
- Guestroom keys sanitized between uses
- Shuttle Van service suspended at this time

Fitness Center/Swimming Pool:

- Workout equipment positioned to promote social distancing
- Signage promoting social distancing and personal hygiene
- Schedules controlling guest use of equipment and swimming pool usage.
- Cleaning of equipment between scheduled guest usage.
- Fitness/pool attendant face covering and gloves

Restaurant/Bar: (once reopened)

- Host/cashier working behind plexiglass shields
- One-time use paper menus
- Promotion of take away food and in-room dining
- Tables positioned to promote social distancing
- No “at the bar” seating
- Wait staff wearing face covering masks and gloves
- Services items (trays, water pitchers, check presenters, etc..) designated for one waiter use
- Individually portioned condiments (salt, pepper, butter, jelly, salad dressing etc..)
- Self-service buffets not available at this time.