

HOTEL COVID- 19 SAFE PRACTICES

As the situation around Novel Coronavirus (COVID-19) continues to evolve, we are sharing some of our best practices and actively making the necessary changes to our protocols to ensure we are adhering to our guest expectations. As always, the safety, security, and health of our guests and team members is of the utmost importance and our highest priority.



OVERALL CLEANLINESS & SAFETY:

- All employees are required to engage in frequent handwashing.
- We have deployed hand sanitizer stations throughout the property.
- Our staff is trained to avoid close contact and practice social distancing.
- Our staff has been educated on increased sanitation measures including but not limited to public areas, key cards, public bathrooms, and specific touch points.
- We have made necessary adjustments to our food and beverage offerings in accordance with current food safety recommendations.

Whether your travel plans are for business or pleasure, our friendly and engaged team members are ready to welcome you to your “home away from home”.



HOUSEKEEPING:

- Guestroom servicing has now been suspended for guests staying 5 nights or less.
- Guests are encouraged to call the Front Desk should they need additional towels or linens during their stay.
- For longer stays our housekeeping staff are servicing rooms wearing disposable gloves and masks. When servicing the room we advise that guest refrain from being present to allow us time to clean and properly sanitize using anti-viral disinfectant cleaner. Special efforts are being made to decontaminate all touch points.
- Trash Pick Up: We have provided additional trash bags for disposal of any trash. Guests are asked to keep trash bags in the room and to please contact the front desk to arrange pick up.
- To keep consistent with our already high standards we will continue to keep our public and back of house areas clean and sanitized. More specifically, frequently touched surfaces i.e. phones, lift buttons, door handles etc. are cleaned and disinfected frequently.



GUEST SERVICES:

- The guest Check-in experience has been modified to have keys/registration forms prepared in advance and presented to guests on arrival to limit social interaction and possible queuing at reception.
- Express Check-out service is available to all guests.
- All guest folios/invoices will be emailed directly to guests with hard copies available upon request.