

Employee & Guest Health



Washing Hands & Hand Sanitizer

All hotel employees are engaging in frequent hand washing and use of hand sanitizer. Hand sanitizer dispensers available at key guest and employee entrances and contact areas.



Front of the House Signage

Signs advising guests to practice social distancing and best practices are posted in the lobby and elevator landings. Employees are wearing masks at all times in all public spaces while working at the hotel.



Back of the House Signage

Signage is posted at employee entrance, employee cafeteria that remind them of proper way to wear gloves, handle and dispose of masks, wash hands and to avoid touching their faces.



Employee & Guest Health Concerns

Well-being checks of all employees, including physical temperature checks are being completed.



Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guestroom during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out. Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. All collateral and reading material have been removed from guest room.



Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendation.



Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent touch points.



Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day. There is a limited number of guests allowed on elevator for social distancing regulations.



Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



Food & Beverage

The use of prepackaged foods and "Grab & Go" items shall be the preferred method of food delivery. These items are available at our MarketPlace.