



ENHANCED HEALTH & SAFETY

Our Health and Safety protocols have been expanded, with the implementation of the following measures:

YOUR STAY

Guests will be required to wear a face covering in public areas and by the Hotel Pool.

The Hotel will support all guests arriving from out-of-state areas to abide by California State quarantine requirements.

Customers are asked to refrain from visiting the Hotel if they are displaying any symptoms of COVID-19. Contactless temperature checks are required for all arriving guests.

Guests are asked to maintain 6ft physical distancing, and capacity restrictions are in place in all public areas.

Room service, laundry and dry-cleaning deliveries are contactless, and attendants only service rooms when guests are not present.

Guest contact data will be collected to support contact tracing.

OUR PEOPLE

All staff will be required to wear a face covering throughout their shift, face shields and gloves where required.

Staff will be trained on expanded health procedures for a Covid-safe workplace, including respiratory etiquette, the importance of hand hygiene, physical distancing and enhanced cleaning regimes.

A health assessment will be conducted for all staff daily, including a non-invasive temperature check. Any staff showing symptoms, or who have been exposed to someone with symptoms will not arrive at work.

Before starting their shift, all staff will receive a daily briefing to review health and safety measures and reinforce essential hygiene procedures.

Colleagues who are able to conduct their work duties from home are asked to do so.

A copy of the LA County Public Health Protocols is posted in front and back of house areas for guests and colleagues.

THE HOTEL

Hotel rooms will undergo enhanced cleaning procedures by housekeeping, including specific measures for the safe cleaning of laundry.

The property will undergo deep cleaning daily, utilising safely-deployed technology including electrostatic disinfection and UV-C light..

The layouts of the public areas, and back-of-house have been adjusted to facilitate physical distancing.

A thorough Risk Assessment has been conducted by the appointed Health Marshall who will reinforce Health & Safety procedures across all departments.

Guests and colleagues are provided with hand sanitizer stations across the property and are asked to regularly wash their hands.

Enhanced ventilation and air filtration are in place.