

# COVID-19 Update

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

## **Services for Guests During Self Quarantine:**

- Daily Food Delivery to Room (No service charge will apply)
- Local Store Delivery: Grocery, Pharmacy, Convenient Store, Essential Clothing (No hotel service charge will apply, subject to store service charges)
- Assistance with Pet's (subject to service charge depending on level of needs)

## **Our Cancellation Policy:**

In response to changing marketplace conditions, we are committed to ensuring our customers experience flexibility during these challenging times.

We are implementing the following policies:

- For guests with **existing reservations for any future arrival date**, we will allow full changes or cancellation without a charge up to 24 hours prior to arrival, as long as the change or cancellation is made by June 30, 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For guests making **new reservations for any future arrival date**, between today and June 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date. Please note that changes to the reservation will be subject to availability and any rate differences.

Please note that this policy does not apply to travel associated with a Group booking.

### **\*Other Important Information:**

- Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks. Please refer to the property's Rate Details for applicable terms or exceptions, if any, when booking or changing reservations.
- Individual (transient) guestroom reservation refunds of any kind (e.g., cash or credit voucher) may take up to 90 days from the date of cancellation to be processed. The form and timing of refund may be subject to applicable laws.
- For group organizer questions on terms and conditions of group contracts, please contact the hotel Reception Staff.

# **Our Commitment to Cleanliness**

## **Public Spaces**

Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents. We will continue to adjust food and beverage service in accordance with current food and safety recommendations.

## **Hand Sanitizer**

Hand sanitizing stations are installed at hotel entrance, at our front desk, and meeting spaces.

## **Social Distancing**

Signage in public spaces will remind our guests to maintain social distancing. We have provided an extra level of precaution for our guests and our associates.

## **Guest Rooms**

In guest rooms, we have elevated our rigorous protocols to thoroughly clean all surfaces with hospital-grade disinfectants.

## **New Cleaning Technologies**

We are evaluating new enhanced technologies including electrostatic sprayers to sanitize surfaces throughout the hotel. We are also testing ultraviolet light technology for sanitizing guest keys and devices shared by associates.