

THE STANDARDS OF HEALTH & SAFETY

Sanitized and Sparkling to Welcome You Back

THE PROCEDURES

How it's gonna go



- The day before you arrive, pre-pay, register your room, and give us your ETA, and we'll have your keys waiting for when get here so you'll be good to go
- Rooms cleaned, sanitized, and sealed before guest arrival. Once you've checked in, we won't bother you. Rooms will only be serviced following guest departure by trained staff following our safety and sanitation protocol, with all the right Personal Protective Equipment (PPE)
- Our team will use cleaning products and protocols which meet the Center for Disease Control and Prevention (CDC) and Environmental Protection Agency (EPA) guidelines, are approved for use and effectively fight against viruses, bacteria and other air and bloodborne pathogens on all equipment and surfaces, in every space of the hotel
- Extra cleaning and sanitizing of public or frequent contact spaces. This includes the front desk, elevators, entrance doors and handrails, public bathrooms, dining surfaces and seating areas
- Our team will continue to explore additional sanitation tools, including UV-C light and sanitation spray, and stay abreast of all new developments regarding the most effective methods and products to employ
- Where possible, doors and windows will remain open to increase fresh air flow

THE STANDARD FAMILY

Taking extra care of our team so they can take extra care of you



- Employee temperature checks at the start of every shift
- Employee training on COVID-19 safety and sanitation protocols
- Appropriate PPE for all staff
- Hotel doctor available to advise and assist with both guest and staff concerns

THE GOODS

Everything you need and nothing you don't



- Face masks, hand sanitizer, and COVID-19 information available for all guests upon check-in. And don't worry, we'll have extra gloves and sanitizing wipes if you forgot yours
- Room keys will be sanitized with UV-C sanitizing machines before distribution in a single use key wallet
- Removal of high-touch amenities (magazine, pens, notepads, etc.) from rooms. These items will be available upon request from the front desk. All single use or disposable items in rooms will be removed and disposed of following each guest
- Robes laundered and individually sealed for guest use
- All laundry and linens cleaned following CDC issued guidelines

THE OPEN SPACE

Stay safe while out, about, and around



- Floor markers indicating safe distance for queuing
- Motion activated hand sanitizing dispensers in all public spaces
- Physically distant configurations in public spaces and restaurants
- Room occupancy, to the extent possible, will be distributed evenly per floor to limit crowding in hallways & elevators

THE GRACIOUS GUEST GUIDELINES

Be our (responsible) guest, and keep it cute and courteous for everyone around you



- Practice physical distancing in shared spaces
- Limit person-to-person contact
- If you have a cough, fever or symptoms of COVID-19 please do not exit your room and alert the front desk to call the hotel doctor to advise
- Wash hands frequently in accordance with CDC guidelines (we surely will) and use available sanitizing stations
- Properly dispose of used PPE
- If you cough or sneeze, please do it into your elbow or a napkin
- Wear a mask when interacting with staff and in all public spaces

Thank you for all the love. It's gonna feel so good to be back.