

Practices & Protocols for Maintaining Cleanliness, Health and Safety at The Westin La Paloma

Public Areas

- All Pima County mandates, Arizona State Executive Orders and Center for Disease Control (CDC) guidelines are followed at the resort
- The Westin La Paloma is a participant of the “Ready for You” program through the Pima County Health Department
 - This is an adopted a set of minimum protective health and safety measures for restaurants, bars, fitness centers, and hotel and resort pools to follow.
 - Participating businesses have pledged to adhere to these guidelines and are certified for compliance by the Pima County Health Department.
- Signage at all entrances reminding guests of face covering requirement in main building
- Signage at all entrances reminding guests to not enter and stay home if experiencing flu-like symptoms
- Hand sanitizer stations located throughout the main building public areas and pool
- Handwashing instructions in all public restrooms
- Foot pulls on all meeting room and public restroom doors
- Elevator signage reminding guests of two occupant maximum
- Use of electrostatic sprayers in all public are and meeting spaces
- Additional frequency of public area cleaning of doors, furniture and high touch point areas
- Plexiglass windows at front desk, Espresso Café and gift shop
- Floor decals reminding guests of 6-foot social distancing mandate (located at front desk and F&B outlets that have lines for ordering)
- Public area associates received training in “Commitment to Clean” through Marriott International – Includes standards and practices in all aspects of cleanliness and sanitizing for public spaces

Resort Guests

- All guests will sign a waiver upon check-in acknowledging compliance with state executive orders and guidelines
- The resort is partnering with MedCare2U, providing telemedicine and medical consultation services to resort guests experiencing illness or symptoms

Guest Rooms

- Daily Refresh Service – Includes trash removal, making of beds, and replenishment of essential amenities (towels, soap, shampoo, conditioner, lotion, coffee supplies, water)
- Full Housekeeping Service – available every 4th day of stay or upon request
- Remote controls for televisions are wrapped in plastic and changed upon check-out
- All bedding and towels are removed and replaced upon departure
- All collateral material is removed from guest rooms (magazines, directories, menus, etc.)
- Room Attendants wear facial coverings and gloves when cleaning rooms
- Sanitizer wipes included in guest room
- Housekeeping associates received training in “Commitment to Clean” through Marriott International – Includes standards and practices in all aspects of cleanliness and sanitizing for guest rooms

Food & Beverage Outlets

- Seating set to 50% of designed capacity
- Table groupings at least 6-feet apart
- Seating groups not to exceed ten people

- Guests are not required to wear facial coverings when seated but must do so when walking through the outlet
- Welcome letter at each table that shares safety protocols in-place
- QR codes available to view all menus on cell phones
- All tables cleaned and sanitized after dining service
- Hand sanitizer stations in the outlet
- Servers wear face coverings and gloves
- In-Room Dining “Knock & Drop” service – Food is brought to room and placed outside door for guest to retrieve items – servers will not enter the guest room

Pool Area

- Pool rules posted at all entrances
- Hand sanitizer stations available in pool area
- Pool seating and occupancy set to 50% of capacity
- Groupings limited to no more than ten people with 6-feet of distance between groups
- Social distancing decals posted at Sabino’s Grill and pool slide
- All servers bartenders and attendants wear facial coverings and gloves
- Guests are not required to wear facial coverings at the pool but recommended when not engaging in swimming activities or consuming food or beverage

Banquets / Meeting Space

- All room sets are not to exceed 50% of designated capacity
- Table groupings at least 6-feet apart
- Seating groups not to exceed ten people
- All servers bartenders and attendants wear facial coverings and gloves
- Buffets will be served by banquet staff
- Plexiglass windows placed at serving stations
- Hand sanitizer stations located outside meeting rooms
- Social distancing and facial covering reminders posted in meeting foyers
- Touchless foot pulls on all meeting room doors

Resort Associates

- All Associates are required to wear facial coverings while working
- Housekeeping and Food & Beverage servers are also required to wear gloves while performing work tasks
- All associates received training from the management company and signed the HEI Pledge that includes a commitment to comply with:
 - Wearing personal protective equipment (PPE)
 - Proper handwashing standards
 - Social distancing guidelines
 - “Stay at home if sick” policy
 - Reporting of COVID symptoms / exposure
- Temperature checks of associates are taken daily
- Any associate with a temperature exceeding 100.4 Degrees Fahrenheit (38 degrees Celsius) will be sent home
- Associates reporting positive COVID-19 test or possible exposure will be required to stay home for at least ten days and will be allowed to return to work once they receive a negative test for COVID-19

Spa

- Spa guests are required to be screened in advance of treatments with basic health questions
- All spa guests will have temperature check prior to service

- Plexiglass windows at front desk
- Spa guests will sign a waiver acknowledging compliance with all safety protocols
- Spa Associates will wear facial coverings and face shields during services
- Treatment rooms are cleaned and sanitized after every service