

Princess Royale CDC procedures as of January 7, 2021

The new CDC procedures that we have implemented for the safety of our guests and staff:

- Staff training on safety, cleanliness and social distancing procedures. Signage and communication has increased!
- All staff have their temperatures taken when they arrive. Anyone with a temperature, or who is not feeling well are sent home.
- We have hand sanitizer stations throughout the hotel.
- All staff are provided and must wear a mask, and our housekeepers and food & beverage staff wear gloves.
- Our guest rooms have been “decluttered,” with all paper items (books, menus, signage) removed. The guest rooms have a seal on the door when the room has been cleaned and sanitized, so our guest knows that they are the first ones to enter the clean room.
- All public areas in the hotel are cleaned and sanitized frequently, with “high touch” areas such as elevator buttons, door handles, etc. receiving extra attention.
- We now have curbside check-ins, with staff meeting guests when they pull up in front of the hotel in the driveway. They are checked-in there and receive their keys if their room is ready for them. Bellman are available to help with a cart if needed, and will use social distancing.

For our food service:

- Self-serve beverage stations will be converted to grab-and-go style, in disposable containers for guests to take to their rooms
- Continental breakfasts can be presented as individual boxed meals
- Full meals, to include breakfast, lunch and dinner can be offered cold as boxed meals. Hot meals can be served tableside. (with social distancing protocols, masks and gloves) Buffet meals can be made available with attendants serving each food item. No self-service food stations will be permitted.

All of our menu items can be presented to-go style, in disposable containers for guests to take to their rooms, or to a reserved area.

The following information is taken from the Princess Royale website.

Out of an abundance of caution and concern for the safety of our guests and associates, we have established best practices from industry groups and the guidelines laid out by state and national organizations to best protect our valued guests and employees during the COVID 19- pandemic.

Please know that staff will be wearing appropriate PPE(personal protective equipment) including masks & gloves. Staff also have their temperatures checked before they go to their work areas each day. We have implemented staggering shifts and are actively practicing social distancing, to ensure health and safety for guests and staff.

Here are a few other ways in which we are responding and ensuring your safety:

CHECK-IN AND CHECK-OUT

All processes of check-in and out are now done in advance or online. Guests will be told when their room is ready by text and/or phone calls. Guests can also pull up to the front door of the hotel and will be met by attendants that have their key ready.

HOUSEKEEPING

While we already had very strong housekeeping standards, we have elevated our cleaning protocols to include more frequent sanitizing and disinfecting, with a focus on high touch areas. Public areas like elevators are now cleaned more often throughout the day and night. We have also removed things that cannot be cleaned or easily replaced from rooms such as room directories. Directories are now digital; information found in the directory will be on app or the website. House phones and door handles to the public restrooms have been removed. Room turnover will also include replacing everything in a room that can be replaced and all linens and pillows are bagged and machine washed right away. Electrostatic sprayers (ESS) were purchased that cover surfaces better than conventional sprayers and will be used in rooms and throughout the resort once they arrive. ESS allows for less contact as associates can spray an area and not need to wipe it down.

FOOD AND BEVERAGE

The restaurant will be open at 50% capacity. Outdoor dining, weather permitting, is available with appropriate distancing of tables and chairs. Room service is also available. We now offer a grocery program where guests can order their groceries before their arrival and they will be in their room upon check in.

OTHER AMENITIES CHANGES

The Creative Dayspa is running normal operations with proper procedures in places to protect guests as well as associates. The indoor pool is open at this time with a limited capacity. Once the capacity is reached, we will then go to a time slot format where guests can sign up for specific times. There is regular sanitizing being done throughout the Atrium.