

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 recommending that guests wear face coverings in indoor public spaces
- Signage throughout the resort 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 occupancy limits
- Use of electrostatic sprayers in all public areas 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
- 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 resort information & guidelines letter at check-in acknowledging compliance with health & safety guidelines and other resort requirements
- 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

- Guests are strongly recommended to wear facial coverings when walking through the outlet but able to remove when seated
- 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 will wear face coverings and gloves when providing service

- 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
- All servers, bartenders and attendants will wear gloves while providing outdoor service

Banquets / Meeting Space

- All servers, bartenders and attendants will wear facial coverings and gloves while serving
- Banquet staff will maintain cleanliness and sanitization of the meeting space and food service areas
- Plexiglass windows placed at serving stations
- Signage recommending that guests wear face coverings in indoor public spaces
- Hand sanitizer stations located outside meeting rooms and throughout public spaces
- Touchless foot pulls on all meeting room doors

Resort Associates

- All Associates are required to wear facial coverings while working in indoor spaces
- 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
- 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
- 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