



Sonesta is committed to providing a safe and secure environment for our guests, visitors and employees. By working with our primary partner, Ecolab, we have created a program that exceeds all CDC, WHO, and governmental requirements and recommendations related to the Coronavirus pandemic. As this situation evolves, we will continue to update our procedures and protocols to ensure our standards maintain the most relevant levels of protection for our guests and employees. The following recap is a summary of the “Stay Safe with Sonesta” program.

Guest Protection and Social Distancing

- Guests and employees will always maintain 6-foot social distancing. Lobby and elevator signage indicating this requirement will be prominently displayed.
- All supplies exposed to guest contact (Front Desk - keys; pens; Housekeeping - guest amenities) will be sanitized or disposed of prior to each guest use.
- Touchless guest check-in and check-out – with self-service credit card machines will be implemented.
- Sneeze Guards will be utilized at all Front Desks and other frequent interaction points for guests.
- Food and Beverage offerings (when open) will be modified to single-serve, individually wrapped items.
- In Room Dining, when available, will be contact-less with disposable containers and delivered outside the guest room.
- Public area seating (restaurants, lobby areas, pool areas, etc.) will be modified to appropriate safe distances.
- Valet parking will only be offered when self-parking is not available.
- Arrival experience will be contactless with assistance from the Front Desk available upon request.
- Welcome letter will be provided upon arrival for all guests that outlines the hotel’s key safety protocols and service modifications
- Express checkout will be encouraged with key cards left in guest room or dropped in express check out container.
- Vendors and hotel deliveries will also follow personal protection and social distancing procedures; masks and gloves are required.

Cleanliness and Disinfecting Protocols

- 70% alcohol-based sanitizer will be available at Entrance, Front Desk, Fitness Center, Elevator Lobby and all high traffic/high contact touch points throughout the hotel with appropriate signage.
- Public areas (fitness center, lobby, public restrooms, etc.) will be sanitized with peroxide-certified disinfectant at least once every 3 hours utilizing Electrostatic Mistlers
- Housekeeping services will follow CDC-recommended disinfecting protocols in all guest rooms, as certified by Ecolab, by employees wearing appropriate PPE equipment.
- All hotel operating equipment (Bell carts, Housekeeping carts, Maintenance tools, etc.) will be sanitized before and after each shift.

Employee Safety and Preparedness

- Daily temperature assessments, screening for other cold-like symptoms, and health attestation will be required for all employees prior to starting work
- Training and testing for all staff on all appropriate cleaning and safety protocols will be conducted regularly.
- Personal Protection Equipment (i.e., masks and gloves) will be supplied to all staff, and regular hand washing is mandated.
- Back of the House signage installed to remind staff on proper mask and glove use and hand washing protocols.

Guest Room Modifications for Safety

- Guest Room Additions: 2 individual packets of disinfectant wipes will be placed in each Guest Room, and each remote control will be placed in a sealed sleeve after cleaning and disinfecting
- Non-essential high touch items will be removed from Guest Rooms when practical, including ice buckets, drinking glasses, pens and pads, shower caps, extra linens/blankets and laundry bags
- Linens and towels will be processed with Ecolab-approved disinfecting solutions
- All hard surfaces disinfected with CDC-approved Ecolab Peroxide Multi-Surface Cleaner & Disinfectant, including high-touch areas and items such as telephone, clock, thermostat, light switches, coffee maker, hair dryer, all doorknobs and furniture handles, and mini refrigerators
- Guest Room will be cleaned, sanitized and sealed for new arrivals
- Guest Room will not be serviced mid-stay unless specifically requested by guest; additional towels and linens will be provided upon request

Group and Meeting Space Protocols

- Appropriate social distancing will be available for all meeting room set-ups (e.g. 1 person per 6-foot table)
- Pads and pens will be removed from meeting room tables, but remain available upon request as single use item
- Water service will be individual bottled waters
- Sanitizer will be available, and rooms will be disinfected at beginning and end of each day
- No buffet services will be provided; rather, focus will be on a la carte or single serve, individually wrapped meals to promote distancing and eliminate cross contamination. "To Go" options available for consumption in guest room instead of meeting room, if desired by group; multiple seating options can be available for meal periods
- Coffee Breaks will be provided as single serve, individual portions, to better permit social distancing and minimize food exposure
- Bar beverage service will be provided behind plexiglass barriers and at appropriate social distances
- Flatware to be provided as a roll-up or disposable items to limit contact
- Partnerships available with hotel Audio-Visual services to provide customized offerings, including virtual meetings, remote productions, multi-location simulcasts, and virtual trade shows.