



WE CARE

About Your Safety

SpringHill Suites by Marriott Takes Extra Measures to Ensure That Our Hotel Remains a Comfortable and Safe Environment for Our Guests and Our Associates

We take standards for hygiene and cleanliness very seriously. Our leadership team has been closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19) and we are following the guidelines from these agencies and the local health departments on appropriate hygiene standards including everything from handwashing hygiene and cleaning product specifications to guest rooms and common areas.

We recognize that the COVID-19 virus has required all of us to be more thoughtful as we go through our daily activities. Our associates are expected to follow the CDC recommendations for everyday preventive actions to help prevent the spread of respiratory diseases and we encourage you to do the same. These include:

- Avoiding close contact with people who are sick
- Avoiding touching your eyes, nose and mouth
- Covering your cough or sneeze with a tissue
- Washing your hands often with soap and water for at least 20 seconds

Our staff is taking extra measures to keep up with regularly cleaning and disinfecting

- General Public Areas every 2 hours including but not limited to:
Front Desk computers, key card machines, credit card machines, guestroom keys
- Food & Beverage equipment after each guest use
- Fitness Room equipment and fixtures after each guest use
- Bicycles and Helmets after each use
- All areas in a guestroom used by guests including all high touch areas in rooms
- For additional information on COVID-19 go to www.coronavirus.wa.gov

To support public health and practice social distancing we have made temporary modifications such as:

- Breakfast has individually wrapped items available to go daily. Contact the Front desk for us to deliver to your room by dialing 0. Allow an extra 15 minutes for breakfast service
- We are taking employee temperatures daily and providing gloves & masks for them to wear
- Fitness center open for one guest at a time
- Complimentary Bicycle rentals when available
- Local information www.WenatcheeValley.org
- Other local food delivery options www.doordash.com

My team is committed to making your stay a pleasant one. Please let us know if there is anything further, we can do to assist you.

Thank you,

Charlotte Mayo
General Manager

update 5/5/2020