



## **PRISTINE CLEAN PROGRAM**

Sometimes you need a welcoming place to stay when you're away from home. The safety and comfort of our guests continue to be of the utmost importance to all of us at Hotel Valley Ho. We are here for you, and we want to assure you that we are taking additional precautions and staying informed on directives locally, from the governor, and from the Centers for Disease Control and Prevention (CDC). The hotel has developed a comprehensive program to ensure that we are providing the best and safest environment possible, and will continue to make changes to procedures and protocols as necessary. We hope that our genuine hospitality and historic backdrop provide you with a soothing escape.

# HEALTH & SANITATION GUIDELINES

## EMPLOYEE & GUEST HEALTH

The health and safety of our employees and guests is our number one priority.

- **Physical Distancing.** Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, while standing in lines, using elevators or moving around the property. The restaurant, bar, pools, and other areas of the hotel will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All hotel outlets will comply with all local and state mandated occupancy limits.
- **Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be available at key areas including entrances, the front desk, lobby, restaurant, meeting rooms, pools, spa, and fitness center.
- **Front of the House Signage.** Signage throughout the hotel will indicate the proper way to wear, handle and dispose of masks.
- **Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to use gloves and wear, handle and dispose of masks (in positions deemed appropriate by the CDC), wash hands, and to avoid touching their faces.
- **Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and to report all presumed cases of COVID-19 on property to hotel management. Employees are instructed to stay home if they do not feel well and to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).
- **Case Notification.** If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the Arizona Department of Health Services and Maricopa County Department of Public Health to follow all recommended protocols and procedures.

## EMPLOYEE RESPONSIBILITIES

Hotel Valley Ho employees are vital for an effective sanitation and health program.

- **Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees have been instructed to wash their hands, or

use sanitizer when a sink is not available, every 60 minutes for at least 20 seconds, and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before and after starting a shift.

- **COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, food & beverage, guest reception, valet, bellman, hotel operations, and security.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state and local regulations and guidance. Training on proper use and disposal will be provided to each employee.
- **Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and elevators.

## THE GUEST JOURNEY

- **Guest Arrival.** Appropriate signage will be prominently displayed outlining proper mask usage and physical distancing practices in use throughout the hotel.
  - Guests will enter the hotel through automated doors. Employees who open the doors of cars or taxis will wear proper PPE.
  - Guests requesting bell service will be assisted upon request, and the bell cart will be sanitized after each guest is assisted.
  - Self-parking is available, as well as valet service upon request.
- **Hotel Guest Elevators.**
  - Button panels will be sanitized at least once per hour.
  - Signage will be posted regarding current procedures and social distancing.

## CLEANING PRODUCTS & PROTOCOLS

Our cleaning products and protocols meet EPA guidelines <sup>1</sup> and are effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE, and have also purchased new electrostatic sprayers to sanitize surfaces throughout the guest rooms and public areas.

- **Public Spaces & Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on high-touch surfaces including but

not limited to the front desk, bell desk, elevators and elevator buttons, door handles, public restrooms, room keys and locks, ATMs, handrails, gym equipment, dining surfaces, and seating areas.

- **Guest Rooms.** Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks, in-room safes, and flooring.
- **Laundry.** All bed linen and towels will be changed upon departure only, or upon request for longer stay guests. Used linen and towels will continue to be washed at a high temperature and in accordance with CDC guidelines <sup>2</sup>.
- **Back of the House.** The frequency of cleaning and sanitizing will increase in high-traffic back of house areas with an emphasis on the employee dining room, employee entrances, employee restrooms, loading dock, offices, and kitchens.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift, or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the hotel.
- **Room Recovery Protocol.** In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

## **PPE DISTRIBUTION LOCATIONS**

PPE will be distributed to guests at the front desk, and to employees at entrances as well as department-specific locations.

## **PHYSICAL DISTANCING**

Throughout the hotel, we will meet or exceed state and local health authority guidelines on proper physical distancing.

- **Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing.
- **Dining.** ZuZu and the OH Pool Bar will reduce seating capacities to allow for a minimum distance of six feet between each seated group of guests.

- **Meeting Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC <sup>3</sup> and state recommendations. All meals will be served, rather than self-service.
- **Retail Spaces.** Guest occupancy limits will be enforced to allow for appropriate distancing at all retail outlets.
- **Pools.** Pool seating will be configured to allow for at least six feet of separation between parties.
- **Back of the House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, shared office spaces, and other high-density areas.

## **DEPARTMENT-SPECIFIC SANITIZATION POLICIES**

Additional department protocols are under review and will be added/modified as developed.

### **BUSINESS SERVICES, LOST & FOUND**

- **Cleaning & Sanitizing Protocol**
  - Counters and equipment will be sanitized at least once per hour.
  - Use of EPA-approved disinfectants. <sup>1</sup>
- **Guest Considerations**
  - Newspaper services will be temporarily suspended. Guest packages delivered to guest rooms will be placed outside the room upon request; we will call prior to bringing the package, then wait six feet away to ensure the package is retrieved.

### **FRONT SERVICES & TRANSPORTATION**

- **Cleaning & Sanitizing Protocol**
  - All high-touch front service spaces and equipment will be sanitized, including the entrance, bell desk, and bell carts.
  - Use of EPA-approved disinfectants. <sup>1</sup>
  - Offices, desks, counters, workspaces and related equipment, including computers and radios, will be sanitized at least once every four hours or upon a new employee using the equipment.
  - Wheelchairs and other guest amenities will be sanitized after each use.
- **Physical Distancing Protocol**
  - Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.

- Guest amenity deliveries will be consistent with in-room dining protocols, with contactless delivery offered whenever possible.

## **POOL OPERATIONS**

### **• Cleaning & Sanitizing Protocol**

- Chaise lounge chairs will be sanitized at the start of each day and after each use.
- Cabana and daybed capacity has been reduced.
- Bar stools have been removed.
- Cabana surfaces such as cooler handles, tabletops, and safe handles will be sanitized hourly while occupied.
- Cabanas will be sanitized before and after each use.
- Gate and door handles, the towel kiosk, and all counters will be sanitized at least hourly.
- Pool restrooms will be sanitized at least hourly.
- Pool kitchen areas will be sanitized at least hourly.
- The pool bar will be sanitized before opening and at least once per hour.
- The frequency of chemical checks of the pool and hot tubs has been increased.
- The pool deck will be routinely power-washed.
- EPA-approved disinfectants will be used for all sanitizing. <sup>1</sup>

### **• Physical Distancing Protocol**

- The number of guests admitted to the pool areas will be limited to ensure social distancing.
- Chaise lounge chairs will be set with appropriate physical distancing.
- The number of chaise lounge chairs has been reduced.
- Plexiglass shields will assist with distancing at the OH Pool bar and towel kiosk.
- Floor markers will provide guidance on proper distancing while waiting at the bar or restrooms.
- Staffing levels will ensure proper distancing is achieved during each shift, wherever possible.
- Only one member of the culinary team will work during any shift at the pool kitchen.

### **• Guest Considerations**

- Menu items will be displayed on a board or provided on one-time-use paper.
- All straws will be available upon request.
- Beverages will be served in disposable cups and no refills will be offered.
- Water will be provided by team members; water stations have been removed.
- Towels will be distributed by pool attendants and removed at the end of the day.
- Hand sanitizer dispensers will be available.

## **PUBLIC AREAS**

- **Cleaning & Sanitizing Protocol**
  - Public areas will be sanitized at least hourly, including elevators, credenzas, handrails, entry doors, trash bins, and restrooms.
  - Use of EPA-approved disinfectants. <sup>1</sup>
  - All restrooms will have a trash can placed near the door.

## **FRONT OFFICE**

- **Cleaning & Sanitizing Protocol**
  - All guest touchpoints will be sanitized after each transaction, including EMV credit card devices, pens, and countertops.
  - Room keys will be sanitized before stocking.
  - The front desk area will be deep-cleaned and sanitized upon shift change.
  - Use of EPA-approved disinfectants. <sup>1</sup>
- **Physical Distancing Protocol**
  - Lobby staff will provide guidance to arriving and departing guests to ensure that physical distancing measures are followed.
  - Plexiglass shields will assist with distancing at the front desk.

## **HOUSEKEEPING**

- **Cleaning & Sanitizing Protocol**
  - Carts, trolleys and equipment will be sanitized at the start and end of each shift.
  - Linen will be removed from guest rooms only upon check-out or special request.
  - Back of house restrooms will be sanitized at least once every four hours.
  - Use of EPA-approved disinfectants. <sup>1</sup>
- **Physical Distancing Protocol**
  - Guest contact will be minimized during room cleaning; room attendants will offer to return at an alternate time if a room is occupied at the attempted cleaning time.
- **Guest Considerations**
  - All reusable collateral has been removed from rooms. Disposable collateral will be disposed of and refreshed after each guest.
  - Print newspapers and magazines have been temporarily removed.
  - Extra pillows and blankets stored in the guest room closets have been removed, and are available upon request.
  - Specific consideration will be paid when sanitizing the following guest room areas:
    - Desks, counter tops, tables and chairs
    - Phones and remotes
    - Thermostats

- Cabinetry, pulls, and hardware
- Doors and doorknobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors, and frames
- Lights and lighting controls
- Closets, hangers, safe, and other amenities

## **SPA**

- **Cleaning & Sanitizing Protocol**
  - Creation of a new role, Wellness Attendant, whose responsibilities center around the cleanliness of the spa, fitness center and locker room areas. This role will also assist with the guest experience, ensuring safe social distancing and occupancy levels are within health and safety recommendations.
  - The spa will be deep-cleaned every evening.
  - EPA-approved disinfectants will be used for all sanitizing.
  - All surfaces will be sanitized after each use. <sup>1</sup>
  - Lockers will be designated with a 'Super Clean' sticker after they have been serviced and sanitized.
  
- **Physical Distancing Protocol**
  - Signage will be prominently posted, reminding guests of maximum occupancy and distancing guidelines.
  - Plexiglass shields will be in place at the spa reception desk.
  
- **Guest Considerations**
  - Masks are required to be worn by spa guests (except during facials), and will be provided at check-in.
  - A quick temperature check will be performed to ensure a temperature under 100 degrees.
  - All providers will wear disposable, one-time-use masks.
  - The Wellness Attendant and spa reception staff will wear masks and gloves.
  - Water dispensers and snacks have been removed. Bottled water is available upon request.
  - Magazines and TV remotes have been removed from the lounges.
  - Men's and women's lounge access will be limited to 30 minutes per person to assist with social distancing.

## **FITNESS CENTER**

Pending guidance from local authorities and medical experts. Alternative wellness options will be provided to guests as they are developed, including in-room and outdoor wellness programming.

- **Cleaning & Sanitizing Protocol**



- The new Wellness Attendant will ensure the cleanliness of the fitness center and locker room areas. This role will also assist with the guest experience, ensuring safe social distancing and occupancy levels are within health and safety recommendations.
- All surfaces will be sanitized after each use, and the fitness center will be deep-cleaned after each peak period, using EPA-approved disinfectants. <sup>1</sup>
- **Physical Distancing Protocol**
  - Signage will note no more than 15 guests are admitted at a time, with the six-foot distancing rule in effect.
  - The movement studio will accommodate only four guests at a time.
  - [Appointments](#) will be required for workouts.
- **Guest Considerations**
  - Disposable masks will be available upon request (pending supply availability).
  - The Wellness Attendant will offer equipment including yoga mats, medicine balls, and kettlebells available to be checked-out and used outdoors in Palm Courtyard. All equipment will be thoroughly sanitized after each use.
  - Single-use earphones will be available upon request.
  - 'Super Clean' signs will be placed on equipment and machines after they are serviced.
  - Hotel-monitored, electronic Salto locks have been added to monitor access.

## SPA RETAIL

- **Cleaning & Sanitizing Protocol**
  - EPA-approved disinfectants will be used for all sanitizing.
  - All surfaces will be sanitized after each use.
- **Physical Distancing Protocol**
  - Social distancing will be monitored by spa reception staff, with no more than five guests permitted in the boutique at a time.
- **Guest Considerations**
  - Apparel and accessories will not be available to try on.
  - All sales are final until further notice.
  - All tester products have been removed; a more flexible return policy will be offered on skincare products.

## LOBBY RETAIL

- **Cleaning & Sanitizing Protocol**
  - Phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized at least hourly and upon shift change.

- Use of EPA-approved disinfectants. <sup>1</sup>
- **Physical Distancing Protocol**
  - Signage will be posted reminding guests of maximum occupancies and distancing guidelines.
- **Guest Considerations**
  - Displays will be limited to essential items during phase one, including apparel, sundries, toiletries, and pre-packaged food and beverages.
  - All merchandise will be served/handled by the retail attendant; self-service will not be available.
  - Apparel and accessories will not be available to try on.
  - All sales are final until further notice.

## **RESTAURANTS, BARS & LOUNGES**

- **Cleaning & Sanitizing Protocol**
  - The host station and all associated equipment will be sanitized at least hourly.
  - Service stations, service carts, beverage stations, counters, handrails, and trays will be sanitized at least once per hour.
  - Point-of-sale terminals will be sanitized between each user, and during shift change. Whenever possible, servers will be assigned individual tablets.
  - Dining tables, bar tops, stools, and chairs will be sanitized after each use.
  - Condiments will be served in either single-use containers, or thoroughly sanitized after each use.
  - Check presenters, votives, pens, and all other reusable guest-facing items will be sanitized after each use.
  - Trays and tray stands will be sanitized after each use.
  - Storage containers will be sanitized before and after each use.
  - Food preparation stations will be sanitized at least hourly.
  - Kitchens will be deep-cleaned and sanitized at least once per day.
  - Food and beverage items will be transferred between employees using contactless methods.
  - Use of EPA-approved disinfectants. <sup>1</sup>
- **Physical Distancing Protocol**
  - Hosts and managers will manage physical distancing at entries, waiting areas, and queues, in addition to signage encouraging proper practices.
  - Tables, booths, and bar stools will be spaced to provide appropriate physical distancing between each party.
- **Guest Considerations**
  - All straws will be available upon request.
  - All food and beverage items will be placed directly on the table, instead of being handed directly to guests.

- Beverages will be served in single-use cups, no refills.

## **IN-ROOM DINING**

- **Cleaning & Sanitizing Protocol**

- All equipment will be sanitized prior to each shift.
- Employees will be assigned to individual stations. Stations and all equipment will be sanitized at least hourly, and at shift change.
- Servers will sanitize all doors, handles and high-contact surfaces at least hourly.
- Use of EPA-approved disinfectants. <sup>1</sup>

- **Physical Distancing Protocol**

- Servers will deliver with contactless delivery; items will be set on a tray stand outside the door for guest retrieval.
- We request that guests notify in-room dining when finished with their meal, and place their trays in the hallway outside of their room for contactless pickup.

## **CATERING & BANQUETS**

- **Cleaning & Sanitizing Protocol**

- All shared equipment and meeting amenities will either be single use, or sanitized before and after each use.
- All linen, including underlays, will be replaced after each use.
- Both clean and used linens will be transported in single-use plastic bags into and out of the meeting rooms.
- Hand sanitizer will be available in all meeting rooms.
- Use of EPA-approved disinfectants. <sup>1</sup>

- **Physical Distancing Protocol**

- All meals will be served, rather than self-service.
- All break items will be individually packaged and served.
- Coffee and other break items will be attended and served by a server.
- All flatware will be provided as individual roll-ups.
- Condiments will be served in individual containers.
- Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows Arizona State and CDC guidelines.
- Site inspections and meetings will be done with proper physical distancing or virtually.

- **Guest Considerations**

- In lieu of water carafes on meeting tables and water stations, individual bottled water will be provided.
- Signage will be posted outside of meeting and events reminding guests of appropriate physical distancing guidelines.

## SECURITY

- **Cleaning & Sanitizing Protocol**
  - All contact surfaces will be sanitized at the completion of an incident, in addition to standard sanitization protocols.
  - Use of EPA-approved disinfectants.<sup>1</sup>
- **Physical Distancing Protocol**
  - Physical distancing guidelines will be followed whenever possible.
  - Security officers will assist with enforcing distancing protocols in guest queuing areas such as the restaurant and front desk.
- **Guest Considerations**
  - Security officers will be available to provide information on PPE and hand sanitizer station locations.

<sup>1</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>