



## THE TOWNSEND HOTEL

### **The Townsend Hotel's Approach to Cleanliness**

At The Townsend Hotel, heartfelt human connections are at the center of everything we do. It is our goal to give you incredible travel experience. How this happens may look and feel a bit different now as we take extra precautions to protect the well-being of our community.

We know that when you stay and dine with us, it is more than a bed and meal that we are providing; it is also safety and peace of mind. We have enhanced our health and cleaning protocols to help ensure that our hotel, our restaurant and our events continue to be safe welcoming spaces for everyone. We are continually fine-tuning industry best practices and training our teams to follow current safety guidelines. You can expect The Townsend to tailor these practices in alignment with local ordinances. How these adjustments come to life may vary as new recommendations are made.

**FACE COVERINGS:** Although there is no local state mandate or with the CDC regarding face covering, we at The Townsend are practicing face covering criteria for all employees.

**HOTEL GUESTS:** Guests are encouraged to wear face coverings in all indoor areas, regardless of vaccination status.

With updated measures in place, we are proud to work to keep you safe in our home!

At The Townsend, our guests can be reassured that:

**Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.**

## **Hotel + Restaurant Cleanliness**

- All common areas and shared equipment are disinfected at frequent intervals. Hand sanitizer stations are provided throughout all common spaces.
- Close-contact areas, such as the front desk, will have an additional layer of protection provided by plexi-glass partitions.
- All common-area furnishings have been rearranged or reduced to support physical distancing, and some communal items may be temporarily removed.
- Our 24 Hour Fitness Center has an added disinfection process and is cleaned every 30 minutes.
- Guests can self-park instead of using our valet as they wish in the Pierce Street parking garage right next to the hotel.
- Guest Room Cleanliness: Between each stay, each guest room is disinfected following appropriate industry guidelines. Select guest room amenities (such as extra bedding) are still available in the closet of each room and are freshly laundered and disinfected.

## **Meeting + Event Cleanliness:**

- All meeting and event spaces will be equipped with hand sanitizer stations and spaces are disinfected between every event.
- Updated floor plans and capacity charts may be used upon request in our meeting/event planning process to support physical distancing for guests and colleagues.
- Communal water pitchers or individual bottled water are available as options and certain tabletop items (stationary, pens, candy, and décor) are also available or removed upon your request.
- Creative room sets will adhere to physical distancing guidelines with updated floor plan capacity charts.
- Virtual AV offerings can be made available.
- Reimagined menu offerings to include prepackaged food served in sustainable containers and utensils.
- Facilitate testing for groups of all sizes prior to or during an event.
- Face coverings and gloves can be available for meeting attendees by request.

### **Hotel and Restaurant Colleagues: Protocols + Safety**

- Colleagues will wear face coverings indoors, regardless of vaccination status, and follow any applicable local requirements. However, we will ease face-covering requirements for fully vaccinated colleagues who are working outside, or not in close contact with others.
- Colleagues are screened for signs of illness and will stay or return home as appropriate.
- Colleagues will continuously use protective equipment, and this use will be supplemented with hand-washing breaks and hand-sanitizer stations.
- Colleagues will be supported in maintaining a six-foot space from guests and from one another wherever physically possible.
- Colleagues will also use physical distancing practices with guests' pets, including when offering dog treats.
- Colleagues will receive new training as required on how to deliver and support physical distancing.