



HOTEL ARISTA®
MOVING FORWARD TOGETHER

CityGate Hospitality's 2021 Infection Control Protocol
for guests and staff of Hotel Arista and ancillary
properties at the CityGate campus



HOTEL ARISTA®

Updated
9.10.2020

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

MOVING FORWARD TOGETHER

CityGate Hospitality strives to maximize the guest experience by sharing service standards across the entities we manage at the CityGate campus in Naperville. In 2020, that promise took on a greater meaning. The COVID-19 pandemic demonstrated we are all connected. We are in this together and we must move forward together.

As the hospitality industry looks at future operations, we at CityGate Hospitality are at the forefront of developing a new guest experience: One that offers the service and quality you've come to expect from us, with added assurance that health and safety are an utmost priority. In addition to a welcoming staff following enhanced safety guidelines, here's what you can expect at your next visit to Hotel Arista and the CityGate campus.



HOTEL ARISTA®

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

Pre-Arrival and During Stay

- **Communication** – pre-arrival email will discourage handshaking, and remind hotel guests about social distancing, staying home if ill/in room if become ill. A COVID 19 Disclosure has been prepared to relay to guests who call in to make phone reservations.
- **Common area social distancing, high-touch and hard surfaces** –Lobbies/reception areas, lounge areas, elevators cleaned and disinfected throughout the day. Bell carts, if needed, will be sanitized after each use. Areas where lines frequently form will be marked in six-foot increments for appropriate social distancing.
- **Respiratory etiquette and hand hygiene** – Hand sanitizer stations will be located throughout the campus; face masks will be available upon request.
- **Check-in** -- Touchless credit card processing via EMV chip card readers with Apple Pay/Google Pay capability have been added to select outlets. A plexiglass partition has been installed for the protection of hotel guests and associates.



HOTEL ARISTA®

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

Guest Rooms & Meeting Rooms

Guest Rooms:

- **High-touch and hard surfaces** – Special care is paid to hard-surface furniture and hardware, TV remote, telephone, tables, doorknobs, light switches, alarm clocks, countertops, toilets and sinks will be cleaned and sanitized for each visit.
- **Linens** – All linens, including duvet insert and cover, bathrobe, sheets, pillowcases and towels will continue to be freshly laundered for each new guest.

Meeting Rooms

- **Social distancing** – If requested, our room configurations, whether auditorium-style seating, classroom-style tables or round tables, will place seating to observe 6-foot social distancing. For example, a round table that previously would accommodate 10 guests will be set for two, and other table configurations one person every six feet.
- **Sanitizer and disinfectant wipes** – Hand sanitizer stations and disinfectant wipes will be available throughout.
- **Reusable/high touch surfaces** – if requested, items such as pens, furniture hardware and doorknobs will be wiped with disinfectant several times per day between uses or sessions.
- **Food service:** Buffet dining will be replaced by gloved table service by staff employing enhanced safety protocols.



HOTEL ARISTA®

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

Technology

- **Videoconferencing** – Working with our established A/V partner, Novatoo Inc., we can offer a professional live-streaming experience for your meetings and conferences:
 - Broadcast to any platform including your company server
 - Professional experienced staff
 - Production design and assistance
 - Set design and construction
 - Isolated camera recording for later editing
 - Video editing and set design
 - Staff is trained in NO-CONTACT protocols for broadcast, safe for on-site participants



HOTEL ARISTA®

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

Around Campus

Restaurants: Che Figata, Lavazza, Zorba Cocktail Bar, Tap In Pub, CityGate Grille

- **Capacity** – Seating/table placement in banquet rooms and restaurants will adhere to social distancing guidelines.
- **Payment** – Credit card readers will be wiped down with individual cards sanitized and returned wrapped in receipt; at some outlets Apple Pay will be an option. Take-out guests will enjoy the ability to pay online via our ecommerce portals for a touch-free experience.
- **Patio dining** – Expansive patio dining, including covered dining for inclement weather, will be available on the campus.

Spa & Fitness: Arista Spa & Salon, Olympus Executive Fitness Center

- **Locker rooms, steam rooms & saunas, and high-touch & hard surfaces** – Will be cleaned with an EPA-approved disinfectant between uses and throughout the day with increased frequency.
- **Spa equipment and tools** – Will be cleaned and disinfected between guests.
- **Fitness equipment** – Disinfectant wipes will be provided and displayed for guest use prior to and after use. Staff will sanitize equipment on an increased basis.
- **Treatments** – Providers will use gloves/PPE when providing nail, esthetics, massage and hair services. Hands will be washed at the start and end of each treatment.



HOTEL ARISTA®

CITYGATE
■ ■ ■ HOSPITALITY ■ ■ ■

Questions? Contact us at 630-579-4100

©2021 CityGate Hospitality LLC

