

# COVID-19 Updates and Health Protocols



## COVID-19 UPDATES

We look forward to welcoming you to the Royal Copenhagen Inn. The safety of our guests and employees is our top priority. We pride ourselves on the level of cleanliness we have always provided and are now training our staff with new cleaning protocols as per the CA Hotel and Lodging Association's strict guidelines. In conjunction with our improved cleaning techniques, we have also upgraded our cleaning supplies to hospital grade disinfectants throughout the property in an effort to ensure everyone's safety and help stop the spread of COVID-19. Below are some details about our new guidelines and protocols. Please note that our procedures may evolve as the situation changes and new techniques and products are introduced.

### **HOTEL OPERATING PROCEDURES:**

- Physical Distancing: Guests and employees shall practice physical distancing by standing at least six feet away from others outside of their immediate party. All employees will wear masks at all times. We respectfully request that guests wear masks when outside of their room.
- Hand Sanitizer / Wash Stations: Hand sanitizers and/or wash stations will be placed in key contact areas for guests and employees.
- Employees are to follow the correct hand washing procedures as outlined in the hotel's COVID Protocols which includes washing or sanitizing their hands at least every 30 minutes.
- Each employee shall sanitize their work areas, tools, and equipment at the beginning and end of each shift and periodically throughout the day.

### **GUEST SERVICES:**

- Check in/ Check out: Due to the size of our front lobby, there is a limit of one guest at a time.

- All touch points will be sanitized between guests
- Room keys will be discarded or sanitized between guests
- All recommended precautions have been taken to ensure guest safety

#### **HOUSEKEEPING:**

- Housekeeping will maintain minimized contact with guests while cleaning and will clean at a time agreed upon by the guest if necessary.
- For the safety of both our guests and employees, there will not be daily housekeeping service unless requested.
- All current reusable collateral will be removed from rooms.
- Extra pillows and blankets will be available upon request only.
- Every surface in guest rooms will be cleaned following strict sanitation guidelines.

#### **POOL/ACTIVITIES:**

- Chaise lounges will be sanitized after each use.
- Chaise lounges and seating will be set to allow appropriate physical distancing.
- Towels will be handed out by a member of hotel staff.
- Ping Pong and Golf/Putting Green equipment will be managed and sanitized by Pool Attendant.
- All activities are designed to adhere to physical distancing guidelines.

Dear Guest,

We ask that all guests be able to answer “NO” to the following:

1. You have not, in the last 14 days, been in contact with anyone who either is confirmed or suspected of being infected with COVID-19.
2. You have not traveled to a restricted area as listed by the US State Department or any other area with a growing COVID-19 infection rate?
3. You are not experiencing any symptoms such as cough fever, shortness of breath, headaches, etc...
4. If you answered “YES” to any of the above, please STOP and contact us before entering the property. 805-688-5561

We ask that guests please practice the following when on property:

- Wear a mask when outside your room
- Practice social distancing outside your room
- Practice good hygiene and wash hands/use sanitizer when entering any common area.
- Be kind and respectful of anyone who may be in a risk group.
- Be respectful of other local businesses and their requirements to enter.
- Be aware and respectful of any state or local regulations pertaining to COVID-19.