



Travel Information for COVID-19

Effective Monday, December 14 At 12:01 AM PST, Hotel Pacific Will Remain Open With

The Following Exception:

- **All out-of-state travel** (Essential Travel and Travelers planning to remain at the hotel for the length of the Quarantine Requirement are allowed)

For details about essential travel, please reference [The California Department of Public Health list.](#)

WELCOME TO HOTEL PACIFIC:

Travel Flexibility:

In response to the uncertainty and changing marketplace conditions, HOTEL PACIFIC is committed to ensuring our guests' experience flexibility and understanding during these challenging times. **Guests making new reservations for any future arrival date through the end of the year, can take advantage of our 24-hour cancellation policy. Should you need to cancel, you may do so without penalty up to 24 hours before your scheduled arrival date.** Our flexible travel policy will continue to apply and is subject to change as the situation evolves.

Health And Safety-

As always, we continue to be committed to providing a clean and safe environment for our guests and team members. As an extra level of precaution, we've implemented enhanced cleaning and sanitation protocols. We want you to feel comfortable when booking your travel and stay healthy during your stay.

Physical Distancing-

Guests will be advised to practice physical distancing while visiting the hotel. We kindly request standing at least six feet apart from other groups of travelers while standing in lines, using elevators or moving around the property. Dining tables, lobby furniture and other physical layouts will be arranged to ensure appropriate distancing. Markers will be placed on the floor in public areas as reminders of the six feet distancing request. The hotel will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer-

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest entrances and contact areas such as the hotel lobby, meeting rooms, elevator landing, reception area, business center, and guest laundry.

Protective Face Covering-

Guests will be asked to wear a protective face covering while in public areas/when around other groups of travelers. Extra masks will be available at the front desk upon request.

Guest Arrival (Taxi Or Ride Share)-

Employees will not open the doors of cars or taxis. Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.

Guest Registration-

Front desks will be arranged to maintain six feet distance. Protective glass will be installed where possible. Credit card presentation will be guest-facing where possible, with card reader cleaned after each use. Guest room keys will be sanitized prior to issue.

Hotel Elevators (Where Applicable)-

Employees will be present to sanitize the button panels at regular intervals. Signage will be posted to explain the current procedures. Elevator capacity will be limited, depending upon the size of the elevator.

Guest Rooms-

Guest rooms will be cleaned by a staff member wearing masks and gloves. All surfaces will be wiped with cleaning solutions that are EPA-rated for COVID-19. All pillows will have pillow protectors changed between each guest.

Guest Checkout-

Guests will not need to visit registration to check-out. Copies of their final bill can be emailed, faxed or mailed upon request.

Meeting Space-

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

During Your Stay-

Should you become ill, self-isolate, contact local health authorities and notify us immediately. We will promptly take additional protocols for your safety and the safety of others.

Cleaning Protocols:

The hotel is using cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendor (Ecolab), distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies are readily available.

Guest Rooms-

Industry leading cleaning and sanitizing protocols will be 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, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry/Housekeeping-

Unless otherwise requested, guest's rooms will only be cleaned every three days. Clean towels will be available daily upon request. These will be delivered in a plastic bag. All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Public Spaces/Communal Areas-

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.

Air Filter And HVAC Cleaning-

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Employee Health And Safety:

Our team is receiving daily briefings, enhanced operating protocols, and on-going trainings in accordance with the Centers for Disease Control (CDC) and World Health Organization (WHO) recommendations. Their safety is of the utmost importance to us and we're committed to ensuring they stay safe while welcoming and servicing our guests.

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, and Hotel Operations.

Personal Protective Equipment (PPE)-

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the hotel will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants.

Touchless Thermometers-

All employees will be required to have a non-invasive temperature check utilizing a touchless thermometer at the start of every shift. Anyone displaying a temperature over 100.0°F will sent home and not allowed to work that day and will be directed towards appropriate medical care. Anyone unable to work for three consecutive days will need a doctor's note to return to work.

Daily Briefings-

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 employee corridors and service

elevators. Hand sanitizer will be available at each time clock location. Employees will be required to sanitize.

While we hope to see you, if you have symptoms of illness, please stay home and avoid contact with other people. We truly thank you for your understanding and cooperation during this new travel environment. We look forward to welcoming you back soon!

For the most updated information on Covid-19 safety procedures and protocols, please refer to Centers for Disease Control and Prevention (CDC) or your local health authority. **Thank you!**