



PORTOLA HOTEL & SPA
AT MONTEREY BAY

OUR COMMITMENT

Book with Confidence

The safety and wellbeing of our guests, employees, and community are of the utmost importance to us. As health experts and government authorities continue to revise health, safety, and service standards, we continue to closely monitor all industry and government guidance regarding COVID-19, including information supplied by the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), California Department of Public Health (CDPH) and our local Monterey County Department of Public Health. To learn more about our local guidelines, please [click here](#).

Portola has the following features that enhance the **SAFETY, COMFORT & WELLBEING** of our guests:

- All our guest rooms and suites have been fully renovated and refurbished in 2020. All guest rooms are separately air-conditioned, and each has an operating outside door or window to allow fresh air
- Atrium two level lobby in a fresh air garden allowing ample space for seating and socialization while complying with social distancing guidelines
- Large guest hallways reduce potential contacts with other guests or our associates
- Outdoor patio areas, Cottonwood Plaza and Jeffers Plaza are available to our guests
- Adjacent access to Monterey Bay, Fisherman's Wharf and Cannery Row, and several dining venues overlooking Monterey Bay

To enhance safety and reduce the risk for our guests and employees, we have implemented the following sanitation and safety protocols based on the most current information available for the hospitality industry:

- Sanitizing shared equipment and high touch areas (especially in public spaces) on a regular schedule throughout the day. Hand sanitizer stations are available in key areas throughout the hotel, including the hotel main entrances, front desk, and elevator landings

- Signage and social distancing guidelines are in place throughout the hotel public spaces, including restrooms and elevators. All employees have been trained to practice social distancing and will remain six feet away from other employees and guests at all times
- Employees are required to wear facemasks and appropriate personal protective equipment at all times
- Daily temperature check and health screenings are conducted for each employee
- High touchpoint items (pens, pads, decorative pillows, etc.) have been removed from our guestrooms
- Each guest room is cleaned with approved disinfectants with special attention paid to all high-touch surfaces (door handles, light switches, TV remote, etc.)
- All guest rooms are cleaned upon departure
- All persons entering the Hotel are required by the City of Monterey (and other coastal cities in Monterey County) to wear a facemask. There is a \$100 fine for not wearing masks in public

To request a copy of the Portola Hotel's Health and Sanitation Program, email info@portolahotel.com.

SERVICES & AMENITIES

At this time, we have a few changes and reminders we would like to share with you to ensure you have a wonderful stay.

Concierge

Concierge services are temporarily suspended. Front Desk is available to assist guests with information about the property and the destination, including resources for [dining](#) and [attractions](#) throughout the area.

On-Site Dining

[Jacks Monterey](#) is open for breakfast and dinner Wednesday through Sunday. [Peter B's Brewpub](#) will re-open June 16. We have temporarily suspended room service, The Club Room, Peet's Coffee, and paused baking our beloved chocolate chip cookie.

Pool & Fitness Center

The pool and Jacuzzi are temporarily closed while the deck is being refurbished. The pool will re-open this summer. The hotel fitness center will re-open June 15.

Spa on the Plaza

Spa on the Plaza is open Monday, Thursday, and Friday through Sunday. For information about services and reservations, [click here](#).

Valet Services

The Portola Hotel & Spa at Monterey Bay offers a parking garage for all hotel guests.

- Self-Parking: \$21 per day (In/Out Privileges)
- Valet Services: \$25 per day

OUR CANCELLATION POLICY

Portola Hotel is committed to ensuring our customers experience flexibility during these challenging times. New reservations made for 2021 through portolahotel.com or directly with the hotel will not

be charged a deposit upon booking. Our standard cancellation policy is that a reservation can be cancelled up to 48 hours prior to arrival without penalty.

If you are experiencing high call volumes, please email reservations@portolahotel.com any questions you may have regarding new or confirmed hotel reservations. Please allow 72 hours to receive an email response from our team.

Guests who reserved a room via an online travel agency or other third-party travel professionals need to contact their booking provider for information on their policies.

GROUP SALES

We are delighted to assist with current bookings and future group business. Our group sales team is available on a limited basis. We will respond to your inquiry as quickly as possible. To contact Group Sales regarding existing bookings, conference, or event postponements, please email sales@portolahotel.com.