

OUR HOSPITALITY & HEALTH PROMISE

Your getaway will look a little different, but one thing that will always remain is the joy of being away and taking that time to reconnect. To welcome a worry-free stay, we want to share our Hospitality & Health Promise. As guidelines shift, we will continue to evolve these guidelines in accordance to government guidelines.

HOSPITALITY ALWAYS

Inspired by the Aloha of Kauai, we bring a little shaka shaka in-lieu of a handshake or smile

Inspired by the vineyards of Napa, we include an exclusive full-sized bottle of wine directly from Trinitas Cellars at Meritage Resort Napa in each room.

Inspired by the fitness culture of Huntington Beach, we offer in-room fitness and wellness content curated exclusively for our guests through Caravan Wellness.

Finally, inspired by the La Jolla shores, we include complimentary water in rooms.

CLEAN SPACES

In addition to our existing rigid cleaning standards, we are adding increased frequency in cleaning and areas we cover.

Communal areas cleaned hourly and more as needed. All tables and chairs at food and beverage outlets and banquet areas cleaned after each use.

Coverage areas: High touch areas consistently disinfected including bell carts, service carts, checkout counters, payment stations, doorknobs, faucets, elevator buttons, tables, and chairs.

To promote a healthier environment, all paper information eliminated and hotel information available throughout on signs, screens, and in-room entertainment.

With the wellbeing of each guest in mind, hand sanitizer available to guests at entrances and high traffic areas.

A CONTACT-LESS EXPERIENCE

Our hospitality experience is enhanced by technology to support physical distancing, such as text messaging to the hotel for needs, paperless payments, streaming your own content on in-room entertainment systems as well as wellness content available in rooms.

HEALTHY TEAM MEMBERS

Hoteliers' daily ritual includes a stand-up meeting each day. We use this time to ensure all team members are healthy and ready to provide you with the best experience. We mandate daily temperature checks, observation of any symptoms that would require a team member to go home, enforce mandatory face coverings, an increased number of handwashing stations, and required breaks to wash hands.

GATHERING AT A DISTANCE

To ensure each guests receive a safe amount of personal space, our distancing protocols include signage and markings to indicate safe distances, capacity restrictions with a designated team member who controls the number of people in any one space at a time. All team members mandated to maintain a distance from guests and each other during all interactions and where possible have contact-less exchanges. The number of guests riding elevators will be limited depending on the size of the elevator.

FITNESS CENTERS

Fitness centers reimagined to include fewer people at a time and less equipment to allow for more space. The fitness center space is disinfected and cleaned throughout the day. Additional measures for cleaning and disinfecting for all machines, weights and hard surfaces. Fresh towels, water and single use headphones are replenished constantly for single use. Sanitization stations available inside fitness room and social distancing reminders at entry door. For those who would prefer a more private workout, streaming wellness and fitness content is available in rooms.

ROOMS

Guestrooms now have a special cleaning team who clean and disinfect the room between stays. Stayover service is not available during this time to allow for thorough check-out cleaning. Additional sanitation measures given to doors, desks, counter tops, tables and chairs, phones, remotes, thermostats, cabinetry, pulls and hardware, and all other areas that guests come in direct contact with. All non-essential items removed from rooms and available for drop off upon request in sealed bags (linens, pillows). Each room will have hand soap, hand sanitizer and lotion available for use during your stay.

POOL

A pool experience with fewer people, chairs and less crowds is being enforced. To accommodate guests and provide an exclusive pool experience, all non-hotel guests or friends of guests are not permitted at the pool. Only two adult guests and their children are permitted at the pool. All seating set to maintain physical distancing and capacity requirements. No outside food and beverage permitted, but food and beverage available for all pool goers to enjoy.

EATING & DRINKING

Significant changes to ensure safety in food and beverage outlets, as well as small changes to ensure an enjoyable experience, is observed. Food ordering and delivery held in separate spaces to prevent gathering. All food related equipment, furniture, hardware and serving items are sanitized hourly. Dining tables, bar tops, stools and chairs are sanitized after each use. Kitchens are deep-cleaned and sanitized at least once per day. We have mandated limited seating in bars and restaurants to support physical distancing of patrons.

EVENTS

All event spaces are cleaned and disinfected in adherence with hotel protocols. In addition, there are hand sanitizer stations at all functions, as well as hand washing stations for outdoor gatherings. All equipment is sanitized before and after each occasion. All food and beverage items are individually plated and served, and flatware individually wrapped. We also flexible floor plans available to accommodate group needs and modified menus that easily can accommodate the safest food delivery and handling.

