



# StaySafe Program

Informed by the latest guidelines from local Health Services and Centers for Disease Control (CDC), Sheraton San Diego developed the StaySafe Program. This rigorous new protocol is intended to keep our guests safe and healthy during a visit to our hotel facilitating a relaxing experience with connection to joy. The highlights of this program are outlined here and will evolve as new information and standards emerge.

## **Arrival & Check In**

When arriving at our hotel, guests will notice a number of new protection protocols in place.

### CHECK-IN:

- When it comes to parking, self-parking will be available; valet service is temporarily suspended.
- Touchless mobile check-in and mobile key available through the Marriott Bonvoy app.
- Partitions provide safe front desk interactions and physical distancing floor markers assist to maintain a six-foot distance in queues.
- Face coverings are required and one will be provided to guests without them.
- Our process is as contact-free as possible, with all surfaces sanitized.

**SERVICE OPTIONS:** guests may choose to receive housekeeping services upon request and our team will only service rooms when guests are not present.

**GUESTROOMS:** When arriving at a guestroom, guest can rest assured that it has undergone a rigorous cleaning and sanitization process using products approved for use against COVID-19 by the Environmental Protection Agency (EPA). All printed materials have been removed or will be single use for safety.

## **Cleanliness & Sanitization**

The following practices ensure that our hotel achieves the highest standards of cleanliness and sanitization throughout the grounds.

- Hand sanitization stations are positioned throughout the hotel.
- Sanitization kits including gloves and hand sanitizer are available upon request.
- Guest will see staff cleaning and sanitizing in all communal areas hourly, with particular attention paid to high-touch areas such as doors, elevator buttons, tabletops, restroom fixtures, etc.
- Spray products that meet EPA guidelines for COVID-19 in combination with UV treatments are being used.

- All linens and towels are laundered using high temperatures per CDC guidelines and dirty linens are transported from guestrooms in sealed bags.
- Air filters and HVAC vents are frequently cleaned.
- Doors in communal areas are kept open as much as possible to create a contact-free experience.
- All re-usable items such as pens and check presenters are sanitized after each use.
- All re-usable printed collateral has been removed from public spaces or replaced with single use pieces.

### **Physical Distancing**

While our guests will enjoy a relaxing and social experience, we have put in place some physical distancing precautions for safety.

- Partitions have been installed in some service areas, including the hotel front desk.
- Floor markers have been applied in communal areas with queues to assist with six-foot spacing.
- Lobby furniture is arranged to accommodate seating for families and small groups.
- Seating capacity in restaurants is reduced and adheres to physical distancing guidelines. Bar stools have been removed for the time being.
- Pool deck seating has been arranged to control capacity.
- Capacities are being controlled in key areas throughout the hotel, including elevators (limited passengers per ride, to parties travelling together).

### **Staff Safety**

Rest assured that associates serving our guests have health and safety as the top priority.

- All associates have completed a thorough health and safety training and certification program.
- Associates are checked daily as they arrive to work for temperature and symptoms. Associates with symptoms of illness or a temperature above 100.4 degrees are immediately sent home. Associates are able to take paid sick or vacation days if they are unwell.
- Associates are required to wear face coverings and gloves throughout the hotel.
- Throughout back of house areas, physical distancing practices are in place and hand sanitizing stations are positioned throughout.

### **Meetings & Events**

Sheraton San Diego is a stunning backdrop for meetings, weddings and a variety of social events. As new guidelines emerge regarding gathering sizes and protocol, hotel teams will collaborate with industry experts to update meeting and events experiences.

Capacity charts and room layouts for all function spaces are re-designed to account for physical distancing.

- Buffet and self-service menu options are replaced with attended and pre-packaged meal choices.
- Individual bottles of water replace water pitchers.
- Many other meetings and events modifications are in progress and will be published soon.

*Revised May 29, 2020. As new guidelines are issued by state and local authorities, the StaySafe Program will be updated as necessary.*