



SILVERADO RESORT  
GOLF | SPA | TENNIS  
NAPA, CA

MEET WITH EASE



NAPAPURE INITIATIVES 2022

## COMFORT AND PEACE OF MIND

At Silverado Resort and Spa, we take great pride in maintaining the highest standards of cleanliness for your safety and wellbeing.

In response to COVID-19, we have increased the frequency with which our public areas, guest rooms, and facilities are deep-cleaned and disinfected, using hospital-grade disinfectants. The resort also offers hand sanitizer throughout the property for guest and employee usage.

NapaPURE™ is our exclusive resort program dedicated to protecting our guest's stay experience. Our resort team continues to monitor information from our local agencies and city officials for safety measures that are in accordance with CDC guidelines.

### NapaPURE™

- P:** Purification of air throughout the resort with enhanced filters
- U:** Uniform disinfection & safety standards for all public areas
- R:** Room sanitation between each guest's stay to meet CDC and California Hotel & Lodging Association (CHLA) guidelines
- E:** Employee training on Covid-19 precautions, prevention, and hand washing

## OUR SERVICE GUIDELINES

### *Hand Sanitation*

Employees are reminded daily by managers of proper and frequent handwashing techniques – emphasizing its importance in combating the spread of viruses.

### *Guest Rooms*

After a guest departs and before the next guest arrives, the housekeeping team thoroughly cleans and disinfects guest rooms with a heightened focus on high-touch surfaces.

### *Attendance Policy*

Our staff members have a strict prevention program in place that includes not reporting to work when demonstrating any cold or flu-like symptoms, and call-offs related to illness are reported to our Human Resources team for monitoring. Employees who exhibit flu-like symptoms or live with someone who exhibits such symptoms are required to quarantine per the current CDC guidelines.

### *Employee Training*

All resort employees have completed enhanced COVID-19 prevention and preparedness training.

### *Public Areas*

Increased frequency of cleaning and disinfecting in public spaces and meeting areas with a focus on high-trafficked areas. Hand sanitizer stations are placed throughout the resort.

## OUR GUEST RECOMMENDATIONS

The resort encourages everyone to follow guidance offered by the CDC as it pertains to prevention and treatment. Guests are encouraged to review California guidelines for travel [here](#).

### *Prevention*

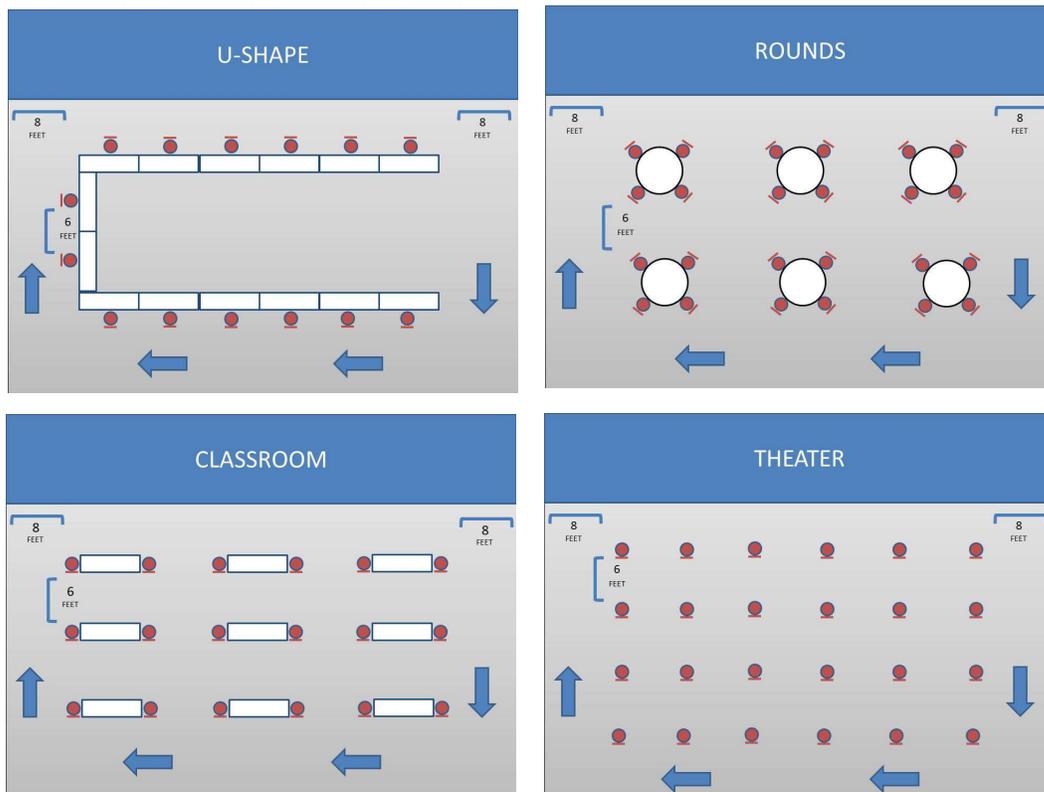
We encourage guests to follow CDC recommendations and the same personal best practices that are standard for flu season – frequent washing of hands, avoiding contact with eyes, nose, and mouth, and limiting exposure to other sick people.

### *Experiencing Symptoms*

To safeguard the health of our guests and other visitors, we ask that you postpone your visit if you are ill with flu-like symptoms, or if you have recently traveled to a region that is experiencing widespread transmission of COVID-19. We also request that you assist us in our efforts by immediately reporting to the resort staff any flu-like symptoms you may experience during your stay.

## PRIORITIZING SAFETY AND CLEANLINESS FOR MEETINGS & EVENTS

Incorporating physical distancing and traffic flow reduces risk and promote health within the meeting environment. Tables and chairs may be spaced to meet best practices, floor decals, and other forms of signage may inform attendees on the best way to move through the space to limit contact.



### **Banquet Setups**

- Social distanced set-ups can be provided at the request of the meeting planner
- Social Tables diagraming resources with 3D rendering options for clients to assist in visualization
- Linens replaced after every event
- Chairs are wiped down and sanitized after every use
- Disposable alternatives will be made available when requested
- Hand sanitizing stations set-up at entrances to meeting venues
- Notepads, Pens, Water Pitchers and Glasses individually set at meeting tables

### **Banquet Sanitizing and Cleaning**

- Frequent sanitization of common and high-traffic areas for your event
- A daily deep clean includes tables, chairs, glass windows, & doors
- Bathrooms cleaned regularly throughout the day and cleaned every night
- Hand sanitization stations set at venue entrances

### **Considerations**

- Consider screening protocols (temperature checks and/or symptom screenings at the entrance of your meeting)
- Provide extra masks in case an attendee forgets to bring one
- Generate a QR Code for meeting agendas
- Live stream your meeting
- For breakout sessions, consider moving speakers/presenters instead of attendees
- Consider pre-assigning seats

In accordance with California Department of Public Health's (CDPH) decision to let expire the statewide indoor mask requirement. We no longer require vaccinated guests to mask indoors. Unvaccinated guests are still asked to mask while utilizing indoor facilities. Meeting and event planners are responsible for their own verification of vaccines for their attendees, as our staff is not permitted to ask for proof of vaccination from guests.