



**Hotel is REOPENING July 6, 2020**

### **Preventative Measures Regarding COVID-19 (Coronavirus)**

As you know, there continues to be considerable attention and concern around the rapidly evolving world health challenge related to the novel coronavirus (COVID-19). As always, the health and well-being of both our guests and employees is our top priority, and we are going above and beyond to be prepared in response the situation and your travelers.

Specifically, we have carefully reviewed the [CDC's policies](#) and best practices regarding COVID-19, and we have incorporated the CDC's recommendations into our daily operations, some of which we would like to share with you, as you may notice some changes in how we interact and operate.

### **Cleaning and Sanitation Practices**

All our housekeeping staff use **hospital grade** cleaning products and procedures to disinfect common areas, including our lobby, gym and public spaces. Our hotel team is disinfecting our hotel facilities daily across frequently touched surfaces such as elevator buttons and door handles.

### **On-property Management and Support**

To promote safety and good hygiene, our staff are electing to smile and wave instead of offering a handshake. We ask that you partner with us to minimize personal interaction as much as possible and adhere to social distancing. We appreciate your understanding and remain committed to ensuring all your traveler needs are met in a safe way.



## Preventative Measures and Best Practices

[According to the CDC](#), the most important preventative measures include:

- Avoiding close contact with people who are sick
- Avoiding touching your eyes, nose, and mouth
- Staying at home when you are sick
- Covering your cough/sneeze with a tissue, and throwing the tissue in the trash
- Cleaning and disinfecting frequently touched objects and surfaces
- Washing hands often with soap and water for at least 20 seconds
- Following the CDC's recommendations for when to use a facemask

As we encourage our guests to use these best practices, rest assured our employees will be doing the same to maintain and safe and healthy environment.

As always, we are grateful for your loyalty.

We live by a core value of taking care of our guests & team members.

As a BPR Hotel, Hotel Shattuck Plaza desires to make great memories.

As a member of this community, we feel without a sense of caring, there can be no sense of community.

