

Standard Operating Procedures

The health, safety and well-being of our guests and staff have always been our number one priority. We are proud to be one of the first hotels in San Francisco to partner with local medical professionals to ensure our understanding and compliance of the new guidelines developed by the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC). Through hands-on training and the implementation of enhanced standard operating procedures, we are eager and confidently prepared for your next visit. In addition to highly-trained staff outfitted with proper protective equipment (PPE) at all times, here is what you can expect:

In The Lobby:

- ◆ Paperless and touchless check-in.
- ◆ Protective Plexiglass at Front Desk and Concierge.
- ◆ Floor decals and stanchions help to maintain 6 ft. of social distance.
- ◆ All staff wear masks and disposable gloves.
- ◆ Hand sanitizing stations throughout hotel.
- ◆ We disinfect high touch areas every hour.
- ◆ Maximum (2) persons per elevator. Stairs also available.
- ◆ Public area air-conditioning uses HEPA filters for added safety.

In Your Guestroom:

- ◆ We use the IHG 'Way of Clean' corporate brand standards with an increased emphasis on clean / sanitize / disinfect.
- ◆ Cleaning chemicals are EPA approved for proper sanitation.
- ◆ All staff wear masks and disposable gloves.
- ◆ Linens are professional cleaned by a commercial laundry service.
- ◆ All rooms have independent A/C and heating units, increasing guestroom air quality and purity.

In-Room Dining / Grab and Go:

- ◆ Contactless delivery process.
- ◆ All food & beverage prepared and packaged by staff using PPE.
- ◆ Compostable silverware and containers available.

In Our Restaurant and Rooftop Lounge:

- ◆ Adjusted table spacing and seating allows for safe physical distancing.
- ◆ Frequent cleaning and disinfecting of all high traffic areas and high touch point surfaces.
- ◆ All serving equipment cleaned and sanitized in high-temperature commercial dishwasher.
- ◆ No buffet operation - only a la carte.
- ◆ Tables disinfected before and after each guest use.
- ◆ Single-use menus.

In Your Meeting Room:

- ◆ Reduced capacity charts and modified floor plans to allow for physical distancing.
- ◆ All waitstaff and serve staff wearing PPE.
- ◆ Disinfection of meeting rooms between events.
- ◆ Frequent cleaning and disinfection of all high traffic areas and touch point surfaces.
- ◆ Clutter free set ups with alcohol wipes for each attendee.
- ◆ Individually plated or boxed meals only.
- ◆ All beverage stations attended.
- ◆ Close contact shield installation where appropriate including bars.
- ◆ Bottled water only.
- ◆ Complete Meeting Packages with pre-selected menus to meet current guidelines.
- ◆ Virtual and Hybrid Event Services available and provided by PSAV.