

Standard Operating Procedures

The health, safety and well-being of our guests and staff have always been our number one priority. In conjunction with the City of San Francisco, our staff has been trained 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). We've enhanced our standard operating procedures based on these guidelines and are eager and confidently prepared for your next visit. Here is what you can expect:

Upon Arrival:

- ◆ Paperless and touchless check-in.
- ◆ Automatic front door to prevent unnecessary contact.
- ◆ Protective Plexiglass at each check-in desk.
- ◆ Check-in cues throughout to maintain 6 ft. of distance between others.

In The Lobby:

- ◆ Front Desk Agents, Bellmen, Doormen all wear masks and use disposable gloves.
- ◆ Hand sanitizing stations throughout hotel.
- ◆ Disinfecting high touch areas every hour.
- ◆ Social distance signs throughout the hotel.
- ◆ Maximum (2) persons per elevator. Stairs also available.

In Your Guestroom:

- ◆ Use of IHG Way of Clean standards with increased emphasis on disinfection.
- ◆ Cleaning chemicals are EPA approved for proper sanitation.
- ◆ All staff wear masks and disposable gloves.
- ◆ Linens are professionally cleaned by commercial laundry service.
- ◆ Fresh air in hallways and guestrooms through air-conditioning systems.

Grab & Go Dining:

- ◆ Available to pre-order for all meal periods and ready for pick-up in lobby through in-room dining.
- ◆ All food & beverage prepared and packaged by staff using PPE.
- ◆ Compostable silverware and containers.

In-Room Dining:

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

In Our Restaurants:

- ◆ Adjusted table spacing and seating allowing for 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.
- ◆ Table linens or covering changed after each usage.
- ◆ Single-use menus and on-line menus available.

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.
- ◆ Meeting table covering of Crypton anti-microbial fabric.
- ◆ 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.