

ORCHARDS INN

HEALTH & WELLBEING STANDARDS

We are so pleased to welcome you to Orchards Inn. We take pride in maintaining the highest standard of cleanliness throughout the hotel and have established the following protocols to ensure you have the best experience possible during these challenging times.

We are closely monitoring the Centers for Disease Control (CDC) and local Government and Public Health Departments and following their Guidelines regarding COVID-19.

Maintaining Social Distancing continues to be the most effective method of stopping the spread of COVID-19. We have established new standards and procedures throughout the property to ensure we are adhering to the highest level of protection. Please take a moment to review information about some of the changes you can expect when you arrive and during your stay.

Last Updated: June 4, 2020

Please contact the Front Desk if you have any questions.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities.

SOCIAL DISTANCING

- We are asking all guests to practice Social Distancing and stand at least 6 ft away from other guests you are not traveling with.
- We have rearranged and lightened up furniture groupings in our common areas to provide a comfortable and safe space for you to relax and enjoy yourself.
- Partitions or stanchions will be added at the Front Desk to provide an extra level of precaution for guests and associates.

ASSOCIATE TRAINING

- The health of our associates is being carefully monitored with daily temperature readings.
- All associates will participate in ongoing COVID-19 safety and sanitization training.
- Appropriate personal protective equipment (PPE) will be worn by all associates in adherence with CDC guidelines and Arizona state laws.
- All associates are instructed to wash their hands at least every 60 minutes with soap and water for a minimum of 20 seconds, or to use sanitizer if soap and water is not available. In addition, they must wash hands after using the restrooms, sneezing, touching their face, eating, cleaning and before and after every break.

GENERAL PROPERTY INFORMATION

- We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for our guests and team. In addition to our already high standard of cleaning, the frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces, such as door handles.
- Orchards Inn will be using the highest classification of disinfectants recommended by the CDC to treat known pathogens.
- Hand sanitizer stations are located throughout the property.
- Masks and gloves are available for guests upon request at the Front Desk.

ARRIVALS AND DEPARTURES

- Check-in will be expedited to accommodate minimal contact.
- Guests will receive a final folio via email prior to departure, so it is not necessary to visit the Front Desk to complete your check-out. A printed copy is available upon request.

GUEST ROOM HOUSEKEEPING

- All guest linen and terry has been washed with proper approved chemicals and at a high temperature in accordance with CDC guidelines.
- In-room items such as phones and TV remotes are thoroughly sanitized between guests.
- Non-essential items removed from the rooms such as magazines and notepads.
- All rooms are inspected by Management prior to being released for guest occupancy.

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- Your room will be stocked appropriately for the entire stay. Upon arrival, we will discuss options for additional requests and linen exchanges.
- We will not provide Housekeeping or Turndown Service to respect social distancing
- Extra Pillows and Blankets will no longer be stored in guest closets and will be delivered in one time use sealed bags upon request.
- When performing deliveries, our associates will be wearing protective face masks.

DINING

- The breakfast buffet and in-room dining have been temporarily paused.
- 89Agave Cantina has temporarily modified service procedures:
 - Tables are reconfigured to allow for at least six feet between all chairs. All tables and chairs are thoroughly sanitized between each seating.
 - Menus are single-use and discarded after each guest use.
 - Check Presenters and Pens are sanitized after each use.
 - Computer terminals are sanitized after each use.
 - Condiments are served in single-use containers or disposable packets.
 - Orders are delivered to tables in disposable containers.
 - Appropriate PPE is worn by restaurant associates in accordance with CDC guidelines and Arizona state laws.

ACTIVITIES & AMENITIES

- Social distancing will be practiced throughout any activity for both associate and guest safety where applicable.
- The pool is available between 8:30am – 6:30pm operate as follows:
 - Pool capacity has been reduced to ten to ensure appropriate social distancing.
 - Chairs and chaise loungers have been placed at a larger distance from one another to create proper social distancing from other guests you are not travelling with.
 - The pool will be closed every three hours (11:30am and 3:00pm) for thirty minutes to allow for the sanitization of chairs, chaise lounges, tables, umbrellas, ladders and stair rails.
 - Chairs will be set up with clean towels to make guests aware that they have been sanitized.

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