



## RESPONSE TO COVID-19

as of 7/8/2020

Subject to change without notice  
according to official regulations

Thank you for considering The Palms Hotel & Spa for your next vacation or event, and for your loyalty and flexibility during these unprecedented times. In preparation for the moment when we can re-open our doors, The Palms team has been working diligently on revising our standards and policies for each area of our operation, to ensure that a clean, safe, healthy environment is provided for our guests and staff. Our guests and team member safety and well-being is of utmost importance to our family. Guidelines from local and national health officials as well as industry best practices from around the world have been consulted in every instance. We are confident in our plan and excited to welcome you back to our tropical paradise soon!

### Employee Standards

The following initiatives has been implemented to ensure enhanced health and safety:

#### Health Checks

- Employees will undergo daily temperature screening.
- Employees who show any signs of illness will be asked to go home.
- Employees are also required to stay home if they have been in contact with anyone who has tested positive for COVID-19, or have been in close contact with somebody who is showing symptoms of COVID-19.

#### Personal Protection Equipment & Hygiene

- Employees will be provided and required to wear a face mask while on property, except for in administrative offices where employees are working at a safe distance.
- Employees will wear gloves if their responsibilities require them, such as housekeeping, public area attendants, food and beverage handlers, and anyone who may come in direct contact with guests. All employees have been provided training on proper usage and disposal of such items.
- Employees have been trained to wash their hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer every 60 minutes and immediately after any of the following activities: using the restroom, touching the face, cleaning, sweeping, mopping, smoking, eating, drinking, after removing any personal protective equipment, going on break and before or after starting a shift.

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*Inspired by Nature*



- Hand sanitizing stations have been placed in common areas throughout the resort as well as in employee back-of-house areas such as time clocks, break rooms, and locker rooms.
- Employees have been trained to sanitize their workstation and any shared tools/equipment before, during and after each shift or anytime the equipment is transferred to another employee.
- In our back-of-the-house areas, we are increasing the frequency of cleaning and focusing on high-touch areas like locker rooms, employee cafeteria and administrative offices.

### Safe Greeting & Physical Distancing

- We have asked our employees to refrain from physical greeting such as kissing, hand shaking or hugs, and to use noncontact methods of greeting instead.
- Employees have also been asked to practice physical distancing whenever possible.

### Requests to Our Guests

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting The Palms Hotel & Spa, you voluntarily assume all risks related to exposure to COVID-19.

For the safety of other guests and our employees, please take personal responsibility in following social distancing guidelines during your stay. Please take advantage of the sanitizing stations you will find strategically located around the property, and observe the following requests:

### Health Checks

The Palms asks that you please cancel or reschedule your visit if:

- You are experiencing any symptoms of COVID-19 or running a fever. Please seek medical attention and contact us to reschedule your visit. Our cancellation rules have been relaxed, allowing for same day cancellations. Any reservation deposits will be refunded.
- You have been exposed to someone who has tested positive for COVID-19 in the last 14 days, or have been in close contact with somebody who is showing symptoms of COVID-19.

### Personal Protection Equipment & Hygiene

- Guests are required to bring and wear facemasks at all times covering the mouth and nose while in public indoor and outdoor areas unless consuming food or beverages.



- Frequent hand washing or hand sanitizing is encouraged. Hand sanitizing stations are provided throughout the public areas.
- Additional facemasks and hand sanitizer are available for purchase from our Gift Shop.

### Safe Greeting & Physical Distancing

- We ask that you keep a safe distance at all times when in line or waiting. We have added floor markings and signage in high traffic areas to help with physical distancing.
- Please swipe your own credit card where possible.
- Avoid shaking hands or engaging in any unnecessary physical contact.

### Operational Enhancements

The following modified operating procedures have been implemented:

#### Arrival Experience

- Valet and Bell Staff will refrain from opening doors of cars, taxis or Uber/Lyft rides.
- Luggage assistant is optional. Bell staff will wear gloves to handle luggage and frequently sanitize the bell cart.
- Our employees will not enter guest rooms. Instead, we will place your luggage outside your room.
- Valet staff will wear facemasks and a clean pair of gloves for each car serviced.
- Valet staff will sanitize vehicle keys, driver door handles and steering wheel with sanitizing wipes.

#### Check-In

- Our lobby areas have been reconfigured to ensure social distancing.
- Agents will utilize every other workstation to ensure separation between employees.
- All guest touchpoints will be sanitized after each transaction including EMV Credit Card Devices, pens and registration countertops.
- Plexiglass sneeze guard barriers have been installed at the front desk.
- Room keys will be sanitized before and after each use.

#### Elevators

- The maximum occupancy of each elevator is four persons (six if from same household).
- Face masks are required inside the elevators.
- Hand sanitizer is available at all elevator landings.
- Elevator button panels are disinfected by an employee at least every hour.
- We ask guests and employees to utilize stairs whenever possible.



## Public Areas Cleaning

- We have added additional cleaning staff to increase the frequency of deep cleaning and disinfecting surfaces of public touch points throughout the day including but not limited to elevator buttons, door knobs, handles, faucets, hand rails, pool chairs, trash-receptacle touch points, key pads, luggage carts, stairwells, fitness center, counters, dining surfaces and seating areas.
- Our disinfectant products meet EPA criteria for use against SARS-CoV-2, the virus that causes COVID-19.

## Guest Rooms

In order to protect both our guests and Team Members, we will be minimizing the number of frequency of employees entering guest rooms during your stay. Our revised standards and protocols for guest rooms include:

- Daily housekeeping services are provided on an opt-in basis.
- For guests opting out of daily housekeeping service, bed linens will be changed and the room will be cleaned after 3 nights, unless guest denies service.
- Used towels and hotel linen may be placed outside the door for pickup and replaced with a sealed bag of fresh ones, again found outside the door.
- Robes are available upon request.
- Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.
- Decorative pillows and bed runners have been removed.
- Minibar and snack products have been removed.
- Collateral such as pens, notepads and magazines have been removed.
- Room Service, spa menus and guest directory will be available via Smart TV and on our website.
- After checkout, rooms are sanitized following strict industry cleaning procedures with particular attention paid to disinfecting door handles, hard surface furniture, tables, nightstands, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles.

## Our Multi-Step Room Sanitizing Program includes:

- Sanitization of all high-touch surfaces and guest room air by means of **antimicrobial fogging or electrostatic spraying**
- Additional air and surface sanitization by use of **hydroxyl air purifiers**:
  - Non-chemical devices that provides an environmentally-safe and scientifically-proven solution for destroying bacteria and viruses.
  - FDA Approved, averaging 99.9% effectiveness in killing most known bacteria, viruses and black mold, by sanitizing both air and surfaces.



- Detailed cleaning with Ecolab **disinfecting products**, approved by the U.S. Environmental Protection Agency (EPA) for use against SARS-CoV-2, the virus that causes COVID-19.
- Rooms are **sealed and tagged** as sanitized. Employees will not re-enter guest rooms after sanitization, unless requested.

### Pool & Beach

- Pool area and beach setup has been modified to reflect social distancing guidelines for those who are not traveling together, as well as occupancy guidelines from local authorities.
- Chaise lounges, Tiki cabanas and beach cabanitas will be sanitized after each guest, including all high touchpoints surfaces.
- All food items will be delivered in a beach basket with additional sanitizing steps between guests.
- Outside showers will be frequently sanitized.

### Fitness Room

- Only 4 guests are allowed in the gym at the same time.
- Equipment availability will be reduced to ensure social distancing guidelines.
- Gym equipment will be cleaned and sanitized several times a day.
- Disinfecting wipes and hand sanitizer are available for guests to use.
- Water fountain is not available as per city regulations.
- Facial coverings must be worn at all times in the Fitness Center.

### AVEDA Spa

Safety and sanitation is essential for spas at all times, from preventing infection and improving employee and guests' overall well-being, but more than ever during the COVID-19 pandemic. Revised operating standards and treatment protocols for The Palms AVEDA Spa are currently under development, drawing from best practices around the world as well as sanitation procedures, laws, licensing requirements or regulations established by local government. We aim to optimize social distancing within each area of the Spa while keeping the overall spa experience as unaffected as possible. At current, this will include:

- **Spa and Salon Opening Times: 11am to 6pm. Closed on Tuesdays and Wednesdays.**
- Services will be offered by appointment only
- A health screening will be conducted both at time of booking and at arrival.
- The locker room, relaxation room and steam room capacities will be reduced. Access to the hotel pool and beach for spa guests remains unchanged.
- Additional outdoor services will be available.
- Spa treatments will have 30 minutes in between each service to allow sanitation of the room. We will have a limited amount of staff working at a time and will be staggering appointments.



- All guests must wear an ear loop mask (not tied behind your head) while in the spa/salon and throughout your appointment. One will be offered if you do not have one.
- All staff are required to wear masks and gloves unless it interferes with the service they are providing. Otherwise, frequent hand washing is required.
- No food and beverages will be served.
- Our entire staff has completed the Barbicide COVID-19 Certification and will be adhering to all extra sanitation and disinfection standards.
- Sneeze guard barriers have been installed for our manicure stations and spa front desk.

## Food & Beverage

### Essensia Restaurant & Lounge

- Breakfast: Served 7am-11am, a la carte breakfast menu only.
- Lunch/Brunch: Closed
- Dinner: Served 6pm-10pm midweek, to 11pm Fri/Sat. Limited dinner menu only.
- Bar: Open 5pm-11pm (midnight on Fri/Sat). Happy Hour 5pm-7pm

Revised standards and protocols for the restaurant and bar include:

- Reservations are encouraged to expedite seating.
- Only outdoor seating is available.
- Restaurant and outdoor lounge setup have been modified to add ample space by a distance of at least six feet in between each seated party, and reflecting total occupancy guidelines from local authorities.
- As per local authorities, per party table size must be limited to 10 people from the same household.
- Bar seating is currently prohibited by local authorities.
- Dining tables and chairs will be sanitized before and after each use. Check presenters, pens and all other reusable guest contact items will be either sanitized after each use or single use.
- Host/Hostess podiums, service stations, service carts, beverage stations, counters, handrails and trays will be sanitized at least once per hour.
- A sneeze guard barrier has been installed at the hostess podium.

### Tiki Bar & Grill

- Open from 11am to 6pm
- All food items to be delivered in a to-go bag and disposable containers.

### In-Room Dining

- Available 7am -11pm



- In-room dining items will be served on trays, covered, and handed to guest when delivering.
- Guests will be asked to notify In-Room Dining when finished with their meal and place the to-go bags/containers in the hallway outside of their room.

### **Gift Shop & Deli Counter**

- Open 6.30am to 7pm
- To-go bakeries and deli items available. Menus include alcoholic items
- Surfaces will be sanitized after every guest interaction including the POS terminal, credit card reader, or pens used to sign
- Layout has been modified to avoid crowding and facilitate a one-way flow with single entry.

### **Meeting and Event Spaces**

- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC4 and state recommendations
- Self-serve buffet-style food service will be suspended and replaced by alternative service styles.
- All equipment and meeting amenities will be disinfected before and after each use or be single use if not able to be sanitized.
- All linen, including underlays will be replaced after each use
- Banquets will follow restaurant social distancing and dining standards as outlined by local authorities. In Phase II of Miami-Dade reopening protocols, events are limited to 50 persons.
- All meeting and banquet set ups will allow for physical distancing between guests.
- After every event, the event spaces will be cleaned and disinfected.

