



TOP TEN HEALTH & SANITATION COMMITMENTS

The safety and wellbeing of our associates, guests and members is of paramount importance at JW Marriott Miami Turnberry Resort & Spa. Under the guidance of the CDC, local government and health officials, we've instituted an extensive, multi-point safety and sanitization program.

1. AM-PM DOC ON PROPERTY

To address medical needs immediately, JW Marriott Turnberry guests have the option to use SKYDOC 24-hours a day to communicate via their computer/cell phone or schedule a doctor to visit in the comfort of their guestroom.

2. GUEST TEMPERATURE CHECKS

The resort lobby will have non-invasive temperature checks utilizing a thermal temperature camera. Anyone displaying a temperature over 99.5°F will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 99.5°F will not be allowed entry to the property and will be directed towards appropriate medical care.

3. SOCIAL DISTANCING

Guests will be advised to practice physical-social distancing by standing at least six feet away from others not traveling with them in all public areas (standing in lines, using elevators or moving around the property). Restaurant tables, and other physical layouts will be arranged to ensure appropriate distancing. Associates will also be reminded to practice physical-social distancing by standing at least six feet away from guests and other associates when possible.

4. HAND SANITATION

Touchless hand sanitizer dispensers will be placed at key guest/associate entrances and contact areas such as driveways, reception areas, resort lobby, restaurant entrances, meeting and convention spaces, elevator landings, pools, spa, salons and exercise areas.

5. CLEANING & SANITATION

JW Marriott Turnberry will follow the guidance of the CDC, OSHA, and World Health Organization. The resort has increased their cleaning and sanitizing protocol in all guestrooms and public spaces with the use of a state-of-the-art electrostatic spray system and hospital-grade multi-surface cleaner. The areas include but are not limited to; front desk check-in counters, elevator and elevator buttons, door handles, public bathrooms, guestroom keys and locks, stair handrails, gym equipment, dining surfaces and seating areas. All bed linen and laundry will continue to be washed at high temperatures and in accordance with CDC guidelines. All public restrooms will be equipped with touch-free devices, including sink, soap and paper towel dispensers.



6. ASSOCIATE TESTING & TEMPERATURE CHECKS

All JW Marriott Turnberry associates will be tested for COVID-19 and will be monitored daily via non-contact thermometers. Associates confirmed to have a temperature over 99.5°F will not be allowed entry to the property and will be directed towards appropriate medical care. Associates temperature checks will take place daily at our designated associate entrance and will be monitored by our Security Personnel in partnership with Human Resources.

7. TRAINING

Returning associates will complete a certified remote workplace disinfection, sanitation and safety training program within 5 days of their return date. All associates will receive training administered by our Cleanliness Champions on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security. Training will be repeated every two months or until the end of pandemic.

8. VALET

Valet services have been modified to follow recommended social distancing practice. Valet attendants will be required to wear and utilize PPE gear (masks and gloves). Attendants will step away six feet, while guests open their own vehicle door. After parking a vehicle, the valet attendant will wipe it down and will switch gloves prior to servicing the next vehicle.

9. GUEST SANITATION AMENITIES

Each guest will receive an amenity bag at check-in containing a bottle of hand sanitizer and a package of wipes. (Masks available upon request)

10. FOOD & BEVERAGE

All restaurants and bars will reduce seating capacities as directed by local and county ordinances, allowing for a minimum of six feet between each table. Single-use menus with limited items will be used and grab and go facilities will honor social distancing. When made available; In-Room Dining deliveries will be contactless to guestroom doors only and self-serve buffets will be suspended and replaced with a la carte options.

