



EAU PALM BEACH
Resort & Spa



SAFE STAY

The health and safety of our hoteliers, guests and community remains Eau Palm Beach Resort & Spa's highest priority. By closely monitoring the latest guidelines by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the State of Florida and Palm Beach County Departments of Health, we've implemented the Safe Stay Program at Eau Palm Beach Resort & Spa*. This rigorous new protocol is intended to keep you safe and healthy during your visit so that you can focus on creating lasting memories at our Forbes Five-Star, AAA Five Diamond ocean retreat.

Arrival & Check-In

Our mission is to ensure that your stay is effortless, while maintaining the highest health and safety measures. When you arrive at Eau Palm Beach Resort & Spa, you will notice a number of new protocols in place for your protection.

Check-In

- Partitions and physical distancing decals have been installed at the hotel front desk and concierge desk to remind guests to maintain 6-foot distance in queues.
- Contactless Connections. Guests are encouraged to utilize personal smart phones or tablets to access resort services, menus & activities. Guests may use Zingle, our text messaging service, for personal requests and other inquiries.
- The arrival process is as contact-free as possible, with all surfaces sanitized and the bellman will deliver your luggage to your guestroom for you.

Service Options

You may choose to receive housekeeping services, including cleaning of your room and evening turn-down service, or you may opt out. Housekeeping will only service your room when you are not present.

Your Guestroom

When you arrive at your guestroom, please rest assured that it has undergone a rigorous cleaning and sanitization process using products approved for use against COVID-19 by the U.S. Environmental Protection Agency (EPA), with particular attention to high-touch items like television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, and flooring.

- All linens and towels are laundered using high temperatures with appropriate cleaning products to eliminate any possible viral or bacterial pathogens. Dirty linens are transported from guestrooms in sealed bags.
- All printed materials have been removed from your room for your safety.
- New technologies such as electrostatic sprayers and UV light technology are also utilized in cleaning and sanitizing guest rooms.

Physical Distancing

While our guests and hoteliers enjoy a relaxing and social experience, we have put in place some physical distancing precautions to keep us all safe. Guests and hoteliers are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators, or moving around the resort.

- **Front Desk and Concierge Desk.** Glass partitions have been installed in some service areas, including the hotel front desk and concierge desk. Agents will utilize every other workstation to ensure six feet of separation.
- **Guest Elevators.** Capacities are being controlled in key areas throughout the resort, including elevators. Signs are posted near elevators to remind guests of the suggested limit of 4 individual guests or one family per elevator.
- **Restaurants & Bars.** Restaurants and bars have updated seating layouts to allow for appropriate distancing between every table and chair. Bar stools have been removed for the time being.
- **Communal Areas.** Signage or decals will be applied throughout communal areas with queues to remind all to maintain six-foot spacing.
- **Pool & Beach.** Pool & Beach furniture has been re-arranged to allow for six-feet of separation between every guest or grouping, and accommodate seating for families and small groups of 10 or less. Capacity will be controlled in these areas.
- **Fitness.** A full schedule of outdoor yoga, tennis and fitness classes, with physical distancing protocols is included in all guest stays.

Resort Cleanliness & Sanitation

Prior to the emergence of COVID-19, Eau Palm Beach Resort & Spa practiced extensive health, safety, and hygiene measures that adhered to guidelines set out by the EPA. We will continue these operational practices and establish additional systems and technology for cleaning and disinfecting. All cleaning and disinfecting products used have been certified by the EPA for use against emerging viruses, bacteria, and other pathogens.

- Hand sanitization stations are positioned throughout the resort for your use.
- You will see our staff cleaning and sanitizing in all communal areas hourly, with particular attention paid to high-touch areas such as doors, elevator buttons, tabletops, restroom fixtures, etc.
- Spray products that meet EPA guidelines for COVID-19 in combination with UV treatments are being used including:
 - Electrostatic sprayers will be used to apply hospital-grade disinfectant in guest rooms and on high-touch surfaces.
 - UV light technology will be used to decontaminate operational equipment and items such as bell service carts, luggage, and room keys.
 - Our HVAC systems are also equipped with UV light technology to enhance air quality and disinfection.
- All re-usable items such as pens and check presenters are sanitized after each use.
- All re-usable printed collateral has been removed from public spaces.
- Restaurants and Bars. Eau Palm Beach Resort & Spa meets guidelines from the FDA Food Code and hoteliers will continue to receive further training backed by EcoLab and ServSafe. Our restaurants and bars will provide plated, pre-packaged or attendant-served meals. Buffet and self-serve food options are currently suspended.



Meetings & Events

Eau Palm Beach Resort & Spa delivers flawless productions with intuitive service as our hallmark and the stunning ocean as the backdrop. As new guidelines emerge from The State of Florida regarding gathering sizes and protocol, the resort team is collaborating with industry experts to update our meeting and events experiences.

- Floor plan layouts and seating capacities will be reviewed on an event-by-event basis to ensure physical distancing guidelines are compliant with CDC and state recommendations.
- Hand sanitizing dispensers are readily available in meeting and event spaces. Banquet service standards and operational procedures have been revised in accordance with industry best practices.
- Buffet and self-service menu options are being replaced with attended and pre-packaged meal choices.
- Individual bottles of water replace water pitchers.

Many other meetings and events modifications are in progress and will be published soon.



Hotelier Commitments

Rest assured that the hoteliers serving you during your visit have your health and safety as their top priority.

- **Training.** All staff members have completed a COVID-19 awareness, safety, and sanitation protocols, as well as comprehensive training for our teams with frequent guest contact including housekeeping, food and beverage, hotel operations, and security. Our hoteliers are fully prepared to respond to addressing our guests' health concerns.
- **Temperature Checks.** Before entering the property, hoteliers are checked daily as they arrive to work for temperature and symptoms. Any staff with symptoms of illness or a temperature above 100.4 degrees is immediately sent home.
- **Personal Protective Equipment.** Appropriate PPE, such as personal face masks and gloves, will be provided to and worn by all hoteliers based on their roles and responsibilities and in adherence to local regulations and guidance. Hoteliers are trained on proper use and disposal of PPE.
- **Physical Distancing in the Heart of House.** Throughout back of house areas, physical distancing practices are in place and hand sanitizing stations are positioned throughout.
- **Hand Cleaning.** All hoteliers shall follow CDC guidance regarding handwashing. Hoteliers are reminded to wash their hands often with soap and water, especially after using the restroom, touching their face, before and after eating, before and after taking a break and starting a shift. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available. Handwashing stations and access to hand sanitizer is convenient and highly visible. When possible, employees shall wear gloves for added protection and sanitation efforts.
- **Heart of House.** Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas.
- **Shared Equipment.** Shared tools and equipment shall be disinfected before, during, and after each shift or anytime the equipment or tool is transferred to a new employee.