



Health & Safety Playbook

- VILLA ROYALE -

1620 SOUTH INDIAN TRAIL
PALM SPRINGS, CA 92264



Welcome Back To Your Paradise!

We are people first, hoteliers second. The safety and well-being of our guests, team members and community are our number one priority today and every day. To provide you with a happy and healthy experience, we've established the following procedures and necessary changes so that we may welcome you back with confidence.



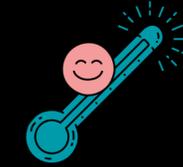
..... HEALTH & SAFETY GUIDELINES



Cleaning & Sanitation

We're implementing a guest well-being and sanitization standard at Villa Royale guided by local and state health organizations in accordance with the CDC. Our team is trained on COVID-19 safety and sanitation protocols and will be taking necessary precautions to ensure a safe environment for our guests.

We have increased the frequency of property-wide cleaning and disinfecting measures, covering guestrooms, high touch surfaces, and everything in between (including public areas such as reception, entrances, restrooms and back of house areas). We will also be utilizing enhanced technologies including electrostatic sprayers to sanitize surfaces.



Wellness Checks

Our team members are required to complete a COVID-19 Emergency Screening Procedure and sign off before resuming regular work duties. Employees registering any symptoms will not be permitted to work.

While on property, should you or any guest start exhibiting symptoms of COVID-19, please alert hotel management immediately.



..... HEALTH & SAFETY GUIDELINES



Handwashing, Masks & Gloves

Sometimes it's the simplest measures that make the most impact. Proper and frequent handwashing is crucial to combating the spread of viruses. Hand sanitizer will be readily available throughout the hotel for guests and employees.

Masks must be worn by all team members within the hotel's public spaces. Gloves will be worn by those whose responsibilities require them as determined by medical experts, including housekeeping, public area attendants and front of house staff.

Additionally, each guest will receive a mask, hand sanitizer and travel wipe upon check-in.



Physical Social Distancing

Guests will be advised to practice physical social distancing while on property by standing at least six feet away from others not traveling with them. Our employees will exercise the same. Physical layouts in all hotel public areas will be arranged to ensure appropriate distancing measures are upheld.



What to Expect Upon Arrival

A touchless check-in protocol has been specially crafted for your arrival to the property for all direct bookings. Reservations will be confirmed through the guests contact information instead of ID to maintain contactless assistance. Room keys will be given after being carefully sanitized with each use.

Here, you'll receive your personal amenity kit including masks, hand sanitizer and travel wipe. Play it safe, please keep 6ft of distance & wear a mask.

HOTEL INFO

Housekeeping



Daily housekeeping service will be available upon request. Extra blankets and pillows will also be available by request. All paper and reusable informational collateral has been removed from rooms along with extra blankets and pillows. Guests can learn more about available services by texting us at (760) 656-6019 or dialing "0" on your in-room phone.



Room Service

Menus for in-room dining will be available via text at (760) 656-6019. Touchless delivery is now part of our service, including receipts (no signatures required). When dining in, physical distancing measures will apply.

HOTEL INFO

Pools



All 3 pools at Villa Royale will be open to guests until midnight. Seating around the pools will be reconfigured with social distancing in mind. Each lounge and table will be sanitized in between seating.



Amenities & Guest Services

In compliance with state and local regulations some of our services and amenities may differ or may not be currently available, such as breakfast and coffee bar service. However, we will be offering in-room coffee from our partners Good Coffee with Ratio 8 coffee makers. Breakfast orders will be packaged and available from our Pool Bar 8am-10am.

Please call or email us with any questions or review our signature amenities page for up to date offerings. While on property, you can text us at (760) 656-6019 to connect with our staff.

HOTEL INFO

Payment & Transactions



Contactless measures have been implemented when possible to maintain safe physical distancing measures, including use of chip readers, emailed receipts, and mobile check-in/check-out.



FLEXIBLE CANCELLATION POLICIES

We know that flexibility is what you need right now. So, we are waiving cancellation fees for existing and new bookings through 2020. If you made a reservation through a travel agent or online booking platform please contact them directly – we have advised these companies of our cancellation policy and you should refer to their terms and conditions.

For bookings beyond June 19th, 2020, we want to remind you of the flexibility already built into our rates and packages that enable you to adjust your travel plans. Our *Flexible Rate* allows you to change or cancel your reservation up to noon (12pm) on the day of your arrival. Changing the date on any reservations through our *Flexible Rate* may result in different pricing, but there is no fee for making changes.

We hope this helps you to plan and book any future travel with confidence.



Thank You.

Please check back for updates, as we will continue to share new information about our procedures here, so you remain in the know on important measures related to your stay.

We look forward to welcoming you to Villa Royale soon.



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