

Safety and Wellbeing Practices

We are pleased to welcome you back to the Mission Inn Hotel and Spa. The health, safety and well being of our guests, community and team will always come first. We have always taken great pride in delivering the highest standards in cleanliness and hygiene. We've supplemented those practices with a comprehensive system of enhanced health and safety protocols based on the guidelines set forth by the Centers for Disease Control (CDC), the California Department of Public Health (CDPH) and the California Hotel and Lodging Association (CHLA).

Our team of experts have implemented a rigorous training program to ensure a clean, safe and healthy environment for our valued guests and employees. As this situation evolves, and guidelines are released, we will adapt our procedures to continue to ensure the safety and well being of all that enter our doors. Please review some of the new practices that you will see and experience on your next visit.

Throughout the Mission Inn Hotel and Spa

- ❖ In accordance and collaboration with local and national health experts, our property has increased the frequency of cleaning and sanitizing in all public areas, guest rooms and back of the house areas to ensure that our guests and employees are safe and comfortable.
- ❖ We have put a team together of individuals, led by experts in the hygiene field, who will oversee and champion sanitization protocols at the Inn.
- ❖ All high-contact areas are cleaned and sanitized with increased frequency. This includes surfaces such as counters, doorknobs, elevator buttons, light switches, hand rails, phones, tables, and furniture.
- ❖ Hand Sanitizer stations are located throughout the property, in all high traffic locations. Touch-less dispensers have been installed or stationed wherever possible.
- ❖ Face masks or coverings are required for all employees and guests. Face masks are available upon request.
- ❖ Guest wellbeing amenity bags will be provided upon check in, including a travel sized bottle of hand sanitizer, gloves, disposable masks and a COVID-19 awareness card.
- ❖ Employee health is being monitored carefully with temperature checks upon arrival to the property.
- ❖ Guests will find signage and floor markers throughout the property for directions and reminders of social distancing.
- ❖ Elevator buttons are being sanitized at least every hour and guests are being limited to only those in the same party at one time.



- ❖ All seating has been adjusted to observe the guidelines of social distancing.
- ❖ Mission Inn will reopen following the California Hotel and Lodging Association Clean and Safe Certification Guidelines. This is a certification that is awarded to hotels that complete a rigorous 32 point checklist of protocols for guests, employees and cleaning procedures.
- ❖ Mission Inn will reopen after contracting with MicroShield 360. This is an EPA registered and FDA approved coating system that PREVENTS pathogens from living on any treated surface. The system drastically reduces cross contamination while also preventing mold and odors from ever forming. In all, MicroShield 360 prevents 90+ pathogens from living on surface.

Guest Rooms

- ❖ Guest rooms have been redesigned without magazines, multi-use collateral and spare pillows/blankets for guest peace of mind.
- ❖ Rooms are thoroughly being sanitized in accordance with health and government guidelines. Special attention is focused on high contact surfaces such as doorknobs, thermostats, counters, remote controls, faucets, handles, alarm clocks, trash receptacles, toilet and shower handles.
- ❖ Electrostatic sanitizers are being used to add an additional layer of sanitization.
- ❖ Linen will be changed daily and all soiled linen will be removed from guest rooms in a single use bag to eliminate excess contact in transit.
- ❖ All reusable materials such as pens and writing materials have been removed from the rooms and are available by request.
- ❖ Disposable cups will temporarily replace glassware and coffee cups.

Arrival and Departure

- ❖ Doors will be manually operated by our staff.
- ❖ Bell carts are sanitized before guest arrival and after each delivery, the carpeting on the carts will be covered in a disposable liner that will be removed and replaced after each use.
- ❖ Room keys are sanitized, at time of stocking and then a second time prior to being given to guests.

Food Services

- ❖ Food and Beverage Services are available for in room dining or for poolside dining.
- ❖ Food preparation hygiene protocols are strictly enforced and include proper separation of personal workspaces for cooks and food handlers. Gloves and masks are worn at all times.



- ❖ All condiments will be served in one time use packaging.
- ❖ Contactless room service delivery will be utilized, with room service trays placed in the hallway for the guests and picked up from the hallway as soon as the guests call to have the tray removed.
- ❖ Room service trays will be sanitized before and after each food delivery.
- ❖ Menus will be single use and disposed of after use.

Pool

- ❖ Chaise lounges and side tables have been reconfigured to maintain social distancing between guests.
- ❖ Pool time will be reserved through the front desk.
- ❖ The pool will be closed every two hours for 15 minutes, and all guests will have to leave the area for proper sanitization.
- ❖ Pool occupancy has been reduced to allow for proper social distancing.
- ❖ Chaise lounges and tables are sanitized before and after use of each guest.
- ❖ Towel racks are sanitized at least once per hour.
- ❖ Restrooms at the pool are sanitized at least once per hour.

Guests

- ❖ We have established a clear line of protocol in order to assist guests who may feel ill for any reason.
- ❖ Professional sanitization will be administered as needed to maintain the highest levels of safety and cleanliness.
- ❖ We encourage those who consider themselves high risk, to check with their personal health care provider before traveling.

Employees

- ❖ Employees are trained in proper hygiene practices, sanitation guidelines and safety protocols.
- ❖ All employees are encouraged to remain at home if they feel ill, have been in contact with someone that is ill or may have been exposed to any type of virus.
- ❖ Employees are required to report any type of exposure to infectious disease or virus immediately.
- ❖ Employee schedules have been staggered and additional break areas have been put in place to assist in the practice of social distancing.

Please note that all procedures and protocols are subject to change based on guidance from local and state regulations and guidance from the Centers for Disease Control and California Department of Public Health.

