

DESERT  
PALMS  
HOTEL & SUITES  
ANAHEIM RESORT



# Commitment to Cleanliness

Ensuring your health, safety, and comfort.





## Commitment to Cleanliness

Caring for our guests and providing exceptional service has always been our top priority at Desert Palms Hotel & Suites. While the recent COVID-19 pandemic has changed the world and how business is conducted, we remain positive and look forward to welcoming all of our guests with a commitment to ensure their health and safety as they join us for a magical vacation.

We have further enhanced our cleaning guidelines following recommendations by the Centers for Disease Control and Prevention (CDC) and the California Hotel and Lodging Association (CHLA). These procedures and guidelines may evolve over time to reflect new government guidance and expectations. Please visit our hotel website for the latest updates.



## ENHANCED SANITIZATION

- Enhanced cleaning protocols are used to disinfect spaces regularly, especially during peak usage.
- Consistent and frequent disinfection of high-touch items in public areas.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

- All associates that wear a Desert Palms Hotel name badge will wear a face covering as a part of their uniforms.
- All guests are required to wear personal face masks or coverings in hotel common areas.
- Personal face masks and additional amenity items such as hand sanitizer and surface disinfecting wipes may be offered where available.

## PHYSICAL DISTANCING

- Guests are asked to practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Associates are required to practice social distancing with all guests.
- Where applicable, public seating areas have been reconfigured to allow for physical distancing.

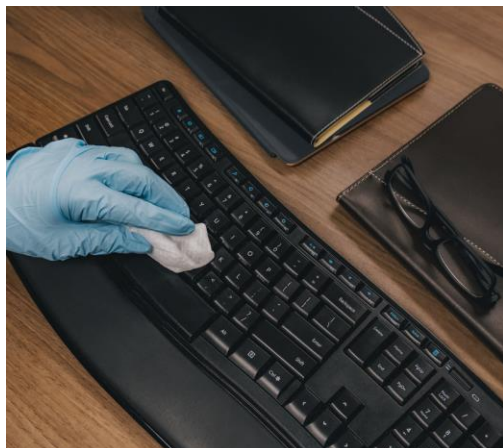
## SIGNAGE

- Guests and associates are key in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility signage is posted to remind everyone of physical distancing guidelines and hygiene best practices.





# Employee Training



## TRAINING

- All employees are required to complete comprehensive COVID-19 pandemic training including safety protocols for PPE, handwashing, cleaning, and physical distancing guidelines.

## WORK AREA

- Sanitation guidelines have been established for all work areas and appropriate cleaning/disinfecting supplies are provided.
- Frequent cleaning and sanitation of high touch surfaces is conducted throughout the day.
- Signage regarding physical distancing, best health/ safety practices and instructions for employees who are not feeling well have been placed throughout employee areas.

## POLICIES

- Employees with COVID-19 symptoms or those who have had recent exposure to someone with COVID-19 related symptoms are required to stay home.
- All employees are required to follow new sanitation, safety, and physical distancing guidelines.

## WELLNESS/SAFETY

- All employees are required to pass a prescreening/ temperature check process before the start of their shift.
- Employees are required to use appropriate PPE and sanitation supplies to ensure their safety as well as the safety of hotel guests.



# Guest Experience



## ARRIVAL

- Floor markers have been placed in the check-in queue to ensure 6-foot distance between guests.
- Physical barriers have been implemented at the front desk.
- Self-service is available for transporting guest luggage. Bell carts are disinfected before and after each use.
- Key cards are sanitized before each use.
- Cashless transactions are encouraged.

## DEPARTURE

- In-room express check-out service is available and encouraged to expedite a contactless departure experience.



# Hotel Facilities



## GUEST ROOMS

- To minimize contact, housekeeping services will not be offered during visits.
- Every guest room is deep cleaned between stays.
- Nonessential high-touch items now available only upon request. There is a full list of items located in each guest room.
- Extra attention is devoted to disinfecting high-touch items including bathroom surfaces, buttons, knobs and switches, doors and handles, electronics and telephones, and luggage racks.

## PUBLIC AREAS

- To maintain physical distancing protocols, guests are encouraged to limit elevator space to 2 people or 1 family.
- We have enhanced cleaning protocols to disinfect public spaces including all high-touch items such as elevator buttons and handrails throughout the day and especially during peak usage.
- Hand sanitation stations are available throughout the hotel, especially in high-traffic areas.
- To allow adequate social distancing, we have limited the number of guests in our gift shop at any one time.





# Hotel Facilities



## POOL

- Pool furniture has been placed 6 feet apart to allow physical distancing.
- Pool furniture is cleaned and sanitized following approved protocols after each guest use.
- Towel hutch, railings, and other high touch-touch items are sanitized more frequently throughout the day especially during high usage periods.
- Informational signage to convey physical distancing guidelines is placed throughout pool area.
- Guests are encouraged to pick up and return their own towels.

## FITNESS CENTER

- Fitness Center hours and guest usage capacity may be restricted due to risk of virus transmission in enclosed spaces.
- All equipment and surfaces are sanitized with approved solutions and protocols a minimum of once per hour.
- Hand sanitizer and equipment sanitization supplies are provided for guest use.
- Individual pieces of fitness equipment may be repositioned or disconnected to ensure proper social distancing.

**PLEASE VISIT [DESERTPALMSHOTEL.COM/CLEAN](https://desertpalmsotel.com/clean) FOR THE  
MOST UP-TO-DATE INFORMATION ON OUR POLICIES.**

