



Guests and Hotels:

A Shared Responsibility

To Our Valued Guest:

Thank you for booking with Desert Palms Hotel and Suites. It is our hope that your stay with us will be full of magic and make lasting memories for years to come.

We have always regarded the safety and wellbeing of our guests and associates of paramount importance. We have introduced preemptive measures that focus on delivering the next level of hospitality cleanliness protocols and resort service by following recommendations by the Centers for Disease Control and Prevention (CDC) and the California Hotel and Lodging Association (CHLA).

As part of our commitment to ensure your safety, we have developed new procedures to make your stay as comfortable as possible. To ensure this is accomplished, we recognize that our valued guests are vital partners in preventing the spread of COVID-19.

We appreciate, in advance, your pledge to help us ensure the resort remains safe and secure for all guests and our associates.

I Pledge To:

- “Smile” underneath my mask, which I must wear in public hotel spaces and around other guests and associates
- Keep a social distance of at least 6 feet from other guests and associates.
- Keep in contact by providing my mobile phone number and email address to the hotel upon arrival
- Monitor my health daily focusing on wellness as my priority

If during your stay, you begin to experience flu-like symptoms please remain in your room, contact hotel management, and we will arrange for medical assistance. We have protocols in place to assist you, should this occur.

We appreciate your cooperation and your pledge, which will allow you, those traveling with you and all our guests to enjoy time here at Desert Palms Hotel and Suites. We look forward to welcoming your family for a magical stay.