

The Clement Palo Alto GUEST INFORMATION SHEET COVID-19 PROTOCOLS

The following protocols are in place to ensure that your Clement Palo Alto experience can be enjoyed with piece of mind, knowing that your health and safety are our top priority.

GUEST PROTECTION

- We ask that all Guests please follow all CDC Covid-19 guidelines.
- Masks should be worn while in public areas, The Clement Palo Alto has a limited supply of disposable masks available, so Guests are encouraged to bring their own masks with them.
- Hands should be washed frequently.
- Personal hand sanitizer will be provided thru sanitizer stations which will be placed throughout the property for Guest use.
- Social distancing should be followed; please keep a minimum of six feet distance.

EMPLOYEE PROTECTION

- All Employees are trained in and are following all CDC Covid-19 guidelines.
- Employees will wear masks and gloves when working with Guests.

PUBLIC SPACES

- Will all be frequently cleaned and sanitized per the AHLA *Stay Safe* protocols and CDC guidance.
- Hand sanitizer stations will be placed throughout the property.
- Social distancing guidelines are in place for Guests and Employees

LODGING

- Guest suites are cleaned and sanitized prior to your visit using ALHA *Stay Safe* protocols.
- Housekeeping Service Options:
 - Housekeeping Limited Service: Room is cleaned upon request when guest is out of room.
 - Housekeeping Daily Drop Service: Requested items will be dropped at the Guest's door.

DINING

- Dining Options:
 - Breakfast, Lunch and Dinner: Room Service only; all will be left at room door NOT brought in.