



## THE RITZ - CARLTON

CLEVELAND



## HOTEL INFORMATION

### Commitment to Cleanliness

The well-being of our guests and our Ladies and Gentlemen is of utmost importance. We are working diligently to provide a safe and comfortable environment for all and are taking steps to ensure cleanliness and guest safety. We will continue to refine and update our plans based on the State of Ohio and CDC guidelines.

Please note, some hotel services are currently limited or unavailable. For the most up-to-date information on guest services and facilities, please contact us directly.

#### LADIES AND GENTLEMEN

- Face coverings required for all associates and appropriate PPE provided for associates to wear
- Health assessment and temperature checks for all associates daily
- On-Property Cleanliness Champion; updated training and protocols for all Ladies and Gentlemen

#### ARRIVAL AND DEPARTURE

- Using mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Adjusted protocols for valet parking
- Modified entry options including doors propped open or associate-attended
- One-way directional signage for entry/exits; stations for queuing
- Plexiglass panels at front desk and valet desk

#### PHYSICAL DISTANCING

- Enabling social and physical distancing practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Guest elevator occupancy is limited to family members or two non-family individuals
- Stairwell access is available for all guestroom floors
- Social distance signage posted throughout the hotel to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease
- Supporting hybrid meetings via live-streaming capabilities

## **ENHANCED CLEANING**

- Enhanced cleaning protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces
- Consistently and frequently disinfecting all high-touch items like elevator buttons and escalator handrails
- Hand sanitation stations added throughout the hotel, with focus in high-traffic areas
- Frequent cleaning of public area restrooms
- Deep cleaning between guest stays; focus on sanitizing every area of the room

## **GUEST ROOMS**

- Daily housekeeping services are available per individual guest preference to be confirmed at check-in
- Modifying in-stay housekeeping, in-room dining, and other associate entry into room to ensure guests are not present
- Deep cleaning and disinfection of all furniture, fixtures, surfaces and high-touch items such as handles, knobs, drawer pulls, electronic and temperature controls
- Removal of all non-essential high touch items including magazines, decorative pillows and throws and honor bars
- Removal of Nespresso machines; available upon request
- All glassware has been replaced with single-use cups

## **DINING**

- **TURN Bar + Kitchen is open for dinner service on Friday and Saturday from 5:30 p.m. to 10:00 p.m.**
- In-Room Dining: Available daily from 7 a.m. to 10 p.m. Contactless delivery and pickup provided
- Seating capacities modified to comply with local and state mandates
- Tables, chairs, and service equipment sanitized after each use and at regular intervals
- Appropriate PPE use for food handling; compliance with all Ritz-Carlton and industry food safety protocols
- Alternate menus
- Single-serve and pre-packaged condiments

## **FITNESS CENTER**

- **Core Fitness Club is temporarily closed**

## **MEETINGS AND EVENTS**

The Ritz-Carlton, Cleveland offers a variety of versatile meeting and event spaces to accommodate social distancing floor plans and safety protocols. Allow us assist you in selecting the ideal Cleveland meeting space based on your specific needs and group size.

- Seating capacities and floor plans modified to align with state guidelines
- Hand sanitizer dispensers stationed in pre-function areas and at the entrance of each meeting room
- Surfaces including tables, chairs and high-touch areas sanitized at regular intervals
- Event Technology team can provide live-streaming options
- Modified buffets with server assistance and queue management
- Food and beverage breaks coordinated across groups to manage guest traffic
- Single-serve and pre-packaged condiments
- Elimination of self-service food stations, table and common area items Conference Concierge to assist with guest flow

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