



## THE RITZ-CARLTON

DENVER

# Hotel Information

## COMMITMENT TO CLEANLINESS

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine our plans based on Local, State, and CDC Guidelines.

### Our Ladies & Gentlemen (employees):

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment, including face covering which they wear at all times.
- Have and continue to receive training on COVID-19 sanitation protocols.
- Overseen by designated hotel Cleanliness Champion.

### Arrival and Departure:

- Using mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Valet parking with adjusted protocols for guest safety
- Choice of baggage assistance or personal unloading
- Front desk, bell desk, and concierge desk all equipped with plexi-glass panels at counters.
- Key cards sanitized prior to distribution to guest.

### Social Distancing Measures:

- Face Coverings must be worn by guests in common areas throughout the resort, per local ordinances.
- Arrival queues clearly marked for appropriate social distancing.
- Seating in restaurants, lounges, pool, and terrace are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to one party at a time.
- Reduced seating capacities (50%) in all restaurants, event space and bars.

### Cleaning Procedures:

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Utilizing cleaning products that kill the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Hand sanitizer dispensers available throughout the resort.
- Frequent cleaning of public area restrooms, including single-use hand towels.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Luggage and Bell carts sanitized after each contact.
- Deeper more frequent cleaning of public restrooms and after high guest use.

### Guest Rooms:

- Daily housekeeping services daily, turndown service is available upon guest request.
- Housekeeping services performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, hairdryer and remote controls.
- Honor Bar is available upon guest request.
- Removal of decorative pillows and throws.
- Removal of high touch items such as magazines.



### Hotel Dining:

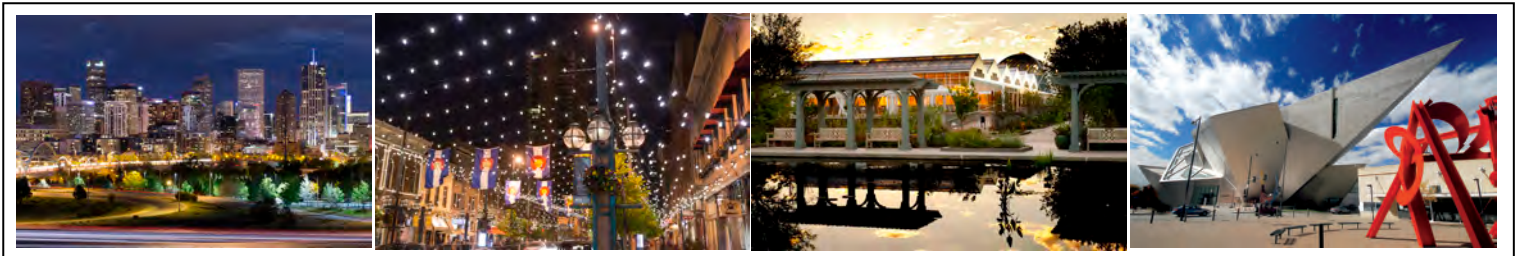
- **ELWAY'S Downtown:** Indoor and outdoor dining is available. Dinner is served from 5:00 p.m. to 10:00 p.m. Thursday through Saturday with appropriate social distancing measures in place.
- **In-Room Dining:** Breakfast, lunch, and dinner are available from 7:00 a.m. to 9:00 p.m., daily. To maintain social distancing guidelines, In-Room Dining Servers will not enter guest rooms.

### Hotel Amenities:

- **Fitness Center:** The Fitness Center is available to guests 24 hours a day. To maintain proper social distancing measures, every other exercise machine has been placed out of service.
- **Spa:** The Ritz-Carlton Spa and Boutique is open from 9:00 a.m. to 7:00 p.m. Friday and Saturday. **The steam rooms, saunas, and whirlpools are temporarily closed.**

### Reservations:

- **ELWAY'S Downtown:** Please contact the restaurant directly at 303.312.3107.
- **Spa:** Please contact directly at 303.312.3830 or [GRP\\_RCDenverSpa@marriott.com](mailto:GRP_RCDenverSpa@marriott.com).



## Meetings & Special Events

- The Meetings and Special Events team have created new meeting room capacity and set ups to allow for social distancing and will work closely with clients to determine optimal layout for meetings as well as meals and breaks.
- Modified menu options including chef attended food stations, beverage stations and physical barriers in place for most food displays.
- Our audio visual partner has enhanced technology offerings to allow for larger space presentations and hybrid virtual meetings.
- We will have clearly marked meeting entrance/exits and one-way directional signage for our meeting attendees.
- We have implemented updated policies to include temperature checks, cleanliness, Personal Protective Equipment and sanitization requirements for our vendor partners.

