THE RITZ-CARLTON, NAPLES

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 properties.

Below are steps we are taking to keep our guests, employees, and community healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans as needed.

Cleaning Procedures

- Deeper, more frequent cleaning of high-traffic and high-touch areas using products that kill the novel coronavirus.
- Restaurants will use single-serving condiments and laminated menu to be sanitized after each use.
- Introduction of new cleaning protocol using santization products for public spaces.
- We are evaluating new air sanitation technology, in addition to using HEPA filters.
- High-touch items such as pens and magazines have been removed from guest rooms but are available upon request.
- Hand sanitizer dispensers are placed throughout the hotel.

Our Ladies & Gentlemen:

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment including masks which they wear at all times.
- Have received training on COVID 19 sanitation protocols.
- Will identify where adjustments are needed no matter what role they have or what area of the hotel they may be working in.
- Will be overseen by a designated property cleanliness champion .

Guest Rooms:

- Daily housekeeping service is provided when the guest is not present in the room.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Deep cleaning of high-touch items such as handles, knobs, pulls, and remote controls.
- High-touch items such as magazines, pens and pads have been removed and are available upon request only.

Social Distancing Measures:

- Queue will be clearly marked for appropriate social distancing. This includes check-in, check-out, coffee shop, retail shops, casual dining, and valet.
- Mobile Key feature through the Bonvoy app is encouraged prior to arrival.
- Front desk, bell desk, and concierge desk are equipped with plexiglass panels at counters.
- Seating in restaurants, lounges and pool is spaced apart in accordance with local laws and guidelines.
- Guest elevator occupancy is limited to family members or four non-family individuals.

Please Note:

- Collier County has issued a mandatory order requiring the use of facial coverings in all indoor areas. Masks are available at the front desk.

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