

THE RITZ-CARLTON, BAL HARBOUR COMMITMENT TO CLEANLINESS



Welcome to The Ritz-Carlton, Bal Harbour. 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 and update our plans based on State and CDC Guidelines.

OUR LADIES & GENTLEMEN

- 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.
- Are led by a designated resort Cleanliness Champion.

ARRIVAL AND DEPARTURE

- Use of mobile technology: eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Choice of baggage assistance or personal unloading.
- Front desk equipped with plexiglass panels at counters.

SOCIAL DISTANCING MEASURES

- Face coverings are required in all indoor public areas.
- Arrival queues throughout resort clearly marked for appropriate social distancing.
- Seating in restaurants, lounges, pools and beach are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to family members or two non-family individuals.
- Stairwell access is available for all floors of guestrooms.
- Signage posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease.

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 eliminate the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers are placed 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.

GUEST ROOMS

- Daily housekeeping services are available per individual guest preference to be confirmed at check-in.
- Housekeeping services will be performed when guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Honor Bar has been removed from guest rooms. Items remain available upon request.
- Removal of decorative pillows and throws.
- All glassware has been replaced with single-use cups.
- Disinfectant wipes will be added to each room for personal use.

DINING

- The terrace at Artisan Beach House is open daily for parties of no more than four people. Per Miami ordinance, all indoor dining will be closed until further notice.
- Artisan Beach House hours: 7:30 a.m.-9 p.m.
- Water's Edge is open daily for lunch, 11:30 a.m.-5 p.m.
- In room dining is available daily, 7:30 a.m.-9 p.m. and until 10 p.m. on Friday and Saturday.
- Takeout services are available.

SPA AND FITNESS

- Exhale Spa is open for massage, facials, nail services and twice daily fitness classes.
- Fitness Center: please visit the front desk to access the fitness center. Masks are required.

RECREATION

- The pool and beach open for your enjoyment. Chairs on the pool deck as well as the beach are spaced 6 feet apart to allow for social distancing.
- All pool and beach furniture is sanitized between each guest's use.

MEETINGS AND EVENTS

New meetings and events protocol available upon request.