



WHITE ELEPHANT™

PALM BEACH

COVID-19 FAQs

WHAT ARE YOUR BOOKING AND CANCELLATION POLICIES?

We will continue to monitor and assess our reservation and cancellation policies. Currently we will be operating under our standard cancellation policy which means reservations can be canceled up to 30 days prior to arrival, with a 10% cancellation fee applied.

WHAT HOTEL SERVICES MAY NOT BE AVAILABLE DURING OUR STAY?

We are working closely with the Florida Department of Health to ensure your comfort and safety. Though procedures may differ from what we are used to, we plan to remain fully operational.

COULD YOU PLEASE YOUR SAFETY AND CLEANING PROCEDURES?

In addition to following all CDC and public health guidelines and continuously communicating with the Florida Department of Health, we have developed our own COVID-19 Safety Program and procedures.

This program includes procedures such as:

- Requiring temperature checks for each team member before each shift using a non-contact thermometer.
- Enforcing strict social distancing guidelines among our team members. Staff will be wearing masks when facing guests and when social distancing is not possible.
- Safety glass partitions will be installed at the reception areas.
- Every room will be thoroughly cleaned between guests using foggers and sanitizing solutions.

- All rooms have been reviewed for items that cannot be sanitized - those items have been removed or replaced.
- All in-room services (i.e. Housekeeping, Maintenance Issues) will be provided when guests are out of the room. Our team is on hand to coordinate and provide service times that work for your schedule.
- High-touch surfaces in public spaces will be disinfected every hour.
- There will be sanitation stations by the elevator so guests will not have to touch buttons, as well as hand sanitation units in all high-traffic areas.
- Public restrooms will be cleaned and sanitized every half hour.

WHEN DO I HAVE TO WEAR A MASK?

Currently in Palm Beach to help stop the spread of Covid-19, there is a mandatory **FACE COVERING ORDER** which requires all members of the community to wear masks or face covering in public. For more information on the mask policy set forth by the County of Palm Beach, **click here.**

At our hotel guests are required to wear masks in public spaces including our front desk reception area. For those dining in Lola 41, masks are required when moving around the restaurant/dining spaces as outlined by their policy. Once guests are seated, they can remove their masks and enjoy their meal.

WHERE CAN I GET A MASK IF I LOSE MINE?

We will have disposable masks available for our guests.

WILL THE BEACHES BE OPEN TO THE PUBLIC?

Yes, you can access the beaches on Palm Beach Island, but remember to practice social distancing and leave only your footprints behind.

WHAT WILL BE OPEN IN TOWN?

A good number of businesses in the immediate area are open, with certain social distancing and mask wearing policies in place, similar to us. Please contact the Front Desk for the most up-to-date information.



WILL STORES BE OPEN?

We anticipate for the majority of retail stores to be open; however, we will be working with our community to keep our information as current as possible.

ARE RESTAURANTS PLANNING TO BE OPEN?

Most restaurants are offering dine-in service, taking into account social distancing guidelines. Our Front Desk team has the most up-to-date information and are at your disposal to answer your questions and make reservations for you.

Lola 41 is offering dine-in service, whose menu can be accessed via the QR code located on the menu card in your room. A majority of restaurants are offering delivery options via popular delivery apps such as Uber Eats.

WILL THE POOL BE OPEN?

The pool will be open and is accessible to guests of the White Elephant only. Chaises will be placed to allow for social distancing and face coverings will be required when not in the pool. In order to manage capacity and allow for social distancing White Elephant may need to limit time our guests can spend at the pool.

DO YOU ACCEPT APPLE PAY/GOOGLE WALLET?

We offer contactless payments through both Apple Pay & Google Wallet.

CAN WE ORDER ROOM SERVICE?

Yes, room service will still be available, and an expanded family style menu will also be available.

- We are developing a QR code-enabled menu that is on the menu card located on the desk in your room.



CAN WE CHARTER A BOAT EXCURSION?

Yes, charters will be available - with some restrictions to note:

- Where social distancing is not possible, only persons from the same household should be together on any boat at one time.
- No more than 10 people may be in a boat at one time (including crew).

WILL CAR RENTALS BE AVAILABLE? AND WILL THEY BE SANITIZED?

Yes, car rental agencies are still offering rentals. We recommend that you book in advance as some agencies currently have limited inventory. All vehicles will be sanitized in accordance with CDC guidelines.

WHAT SIZE PARTIES WILL RESTAURANTS ALLOW?

For the foreseeable future, the Board of Health has advised that there will be a maximum size of 6 guests for all restaurant reservations.

WILL BEACH AMENITIES STILL BE AVAILABLE AND SANITIZED?

Yes, all beach amenities will be thoroughly cleaned and sanitized.

WILL YOU REQUIRE A MINIMUM STAY?

We will still have minimum night stays during certain times throughout our season.