



WHITE ELEPHANT™  
PALM BEACH

## COVID-19 SAFETY BLUEPRINT

### WHAT TO EXPECT?

We are following the Center of Disease Control public health guidelines, the Florida Reopening Plan and continuously communicating with the Florida Department of Health. We are proud to share with you the health and safety procedures we have developed, emphasizing on going beyond standard measures. Our team is looking forward to conversing with you about the detailed roadmap we have implemented. Our guests can rely on our expertise and experience to feel confident during their stay while we all navigate through the Covid-19 environment and beyond.

### WHAT WE ARE ASKING FROM OUR GUESTS?

Our priority is to provide a safe environment for our guests and a safe workplace for our employees. We will continue to provide exceptional experiences, compassionate care and comfort and award-winning service. In this new landscape, there may be restrictions on the services we provide. We are emphasizing our guest's feeling of security during their stay by providing options for ways of interaction with our team and services.

We are asking the following of our guests:

- Practice social distancing in public places.
- Wear masks inside all business establishments including our hotel public areas and our partner restaurant, Lola 41, when not at your table
- Practice personal hygiene standards as per the CDC and **County of Palm Beach**
- If you or a family member are not feeling well, please do not travel.
- Connect with our team if you have any questions prior to your arrival by e-mail at **Reservationoffice@WhiteElephantResorts.com** or by phone at **800-475-2637**.
- A list of Frequently Asked Questions **click here**.

## **FACE COVERINGS & MASKS\***

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 in public.

At our hotel, our guests are required to wear masks in public spaces. For those dining in Lola 41, once the guests are seated at their table their masks can be removed.

## **HOW OUR TEAM ARE PREPARED?**

Our team is prepared to welcome you to the hotel. We are following our Covid-19 Safety Program which includes:

- Implementing full-scale enhancements to our already stringent health and safety procedures.
- Educating and training on our new rigorous cleaning and sanitizing protocols.
- Empowering our team to take care of our guests and each other.
- Coaching on personal hygiene & health protocols.
- Instruction on the proper use of personal protection equipment including masks, gloves, cleaning products and systems (both use and disposal).
- Readiness to practice appropriate social distancing measures whilst providing exceptional and responsible customer service.
- Initiating supervised daily temperature checks and personal health checklist prior to starting their workday.

## **WHEN WE OPEN:**

Our team will be:

- Practicing social distancing.
- Wearing masks whilst on property and interacting with guests.
- 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.
- Wearing gloves in certain areas to reduce touch points.
- Looking forward to welcoming you!

Our guests will see:

- Touch free sanitizing stations, set in key locations in public spaces.
- Signage with reminders on public safety and social distancing.
- Open windows where possible to allow air flow.
- Overnight fogging with electro-static guns and disinfecting of public spaces.
- Clear plastic partitions on our front desks and reception areas.

Available throughout:

- Cashless options encouraged for payment of guest folio charges, including Apple Pay and Google Wallet.
- Disposable masks and gloves.
- Individually packaged sanitizing wipes.

### **PRE-ARRIVAL PREPARATION:**

Our Pre-Arrival Concierge is prepared to answer all questions and requests our guests may have prior to arrival. These include:

- Housekeeping and guest interaction preferences.
- Arrival times and transportation questions.
- List of dining options including open for service, curbside pick-up, delivery and their reservation/service policies.
- Current information on on-island activities, such as golfing, boating/fishing charters, retail stores and their booking policies and restrictions.

### **FRONT DESK CHECK IN & CHECK OUT:**

Our front desk and bell team are primed to ensure safe interactions and transitions. They will provide the following services:

- Upon arrival, all guests will be provided with individual hand sanitizer wipes and masks.
- Reduced contact check-in.
- Concierge services available by email and phone.
- Bell service will remain available, with some adjustments for safety.
- Luggage delivery and pick-up will be provided based on the guest's preference.
- Fast check-out is available by calling down to the front desk and having your folio emailed upon departure. Our team will contact you the day before your departure to schedule a check-out time (should you choose the check-out in person)

## **HOUSEKEEPING STANDARDS:**

Using our well-established expertise and amplifying our already stringent housekeeping standards, we will be providing the following additional safety measures:

- Housekeeping services for guest rooms will be provided with the utmost attention to high touch areas
- Guests will have the option to choose low contact daily service.
- Housekeeping service 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.
- Guests will have the option of additional linens, towels and amenities to be delivered to their accommodations.
- Focus on the consistent and regular sanitizing of public spaces including lobby areas, restrooms, fitness spaces and public bathrooms.
- Accommodations will be sanitized prior to arrival using new technology and procedures to ensure safety
- Public restrooms will be limited to one family at a time and sanitized every half hour.
- Removal of magazines, paper products or any items that cannot be sanitized. All items remain available upon request from the front desks.
- Robes & slippers are be individually wrapped and in room upon arrival.

## **LOLA 41:**

Lola 41 is the restaurant located on the White Elephant Palm Beach premises. Their policies are outlined below:

- Restaurant tables and capacities are configured based on local guidelines, with particular focus on using the beautiful courtyard area.
- Reservations are required and parties must not exceed 6 people
- QR enabled in-room dining menus offering no contact pick up and drop off.
- Restaurant servers are trained on social distancing, safe food and beverage service and will be wearing masks and gloves.
- Guests must be seated in the restaurant spaces and bar service will not be available.