

For Your Protection

It is our intention and commitment to offer you the highest level of service, and hospitality, given how we must all behave to ensure our well-being as we navigate the Covid-19 pandemic. Guest and Employee health and safety is our number one priority.



Guest Experience – From arrival to departure your stay will offer minimal contact with other people, recognizing social distancing. Housekeeping services both during the day, and for turndown, can be offered subject to your agreement. In Room Dining is available 24 hours and Carbon Beach Club is open for both indoor and outdoor service.

Cleaning Protocols and Sanitation – High touch points in all public areas will be sanitized regularly and there will be enhanced deep cleaning for all areas each day. Guest Rooms will be thoroughly sanitized following a departure utilizing hospital grade products effective against viruses, bacteria and other airborne pathogens.

Employee and Guest Health Concerns – Employees are instructed to stay at home if they do not feel well and are asked to contact a manager if they start to feel unwell whilst on duty, or notice a colleague or guest with a cough, shortness of breath, or other known signs of COVID-19. Guests are asked to contact hotel security if they start to feel unwell whilst in the hotel. If we are informed of a presumptive case of COVID-19 at the hotel, we will work with the California State Dept of Health to follow the recommended protocols.

Please note that these protocols are subject to change depending upon recommendations and existing situations.