

To our valued guests,

The health and safety of our staff and guests is our number one priority. As always, we are working diligently to maintain a safe environment in our facility so that you may enjoy your time here.

With regard to the ongoing concern surrounding COVID-19 (Coronavirus), please understand that the hotel is taking all appropriate precautions to make the property safe for our guests and staff. The staff continues to clean and disinfect all areas multiple times daily. We apologize that some services are limited (based on local, state and federal ordinances) however we will do everything within our power to ensure a pleasant stay.

HEALTH and SAFETY POLICIES

- **ALL GUESTS MUST WEAR MASKS AT ALL TIMES ON PROPERTY. NO EXCEPTIONS.**
 - This includes coming to the restaurant and during your trek to the beach.
- Social and physical distancing practices consistent with the directives from the World Health Organization (WHO) must be followed at all times.
 - Maintain a 6 foot / 1.8 meter perimeter between yourself and any other person on the property*
 - No more than 2 persons in the lift at any one time*
 - *Family members may travel and gather together in larger groups of course
- Hotel Capacity
 - The hotel has 47 guest rooms, however we are limiting occupancy daily (based on the number of total guests on property) to ensure the numbers of individuals on the property at any one time for distancing protocols.
 - To ensure everyone's safety and social distance we are limiting registered guests to no more than 2 adults per guest room. (Children under the age of 15 (of the parents registered in the room) are of course acceptable, but no more than 3 total occupants per room.)
 - Visitors to your guest room are subject to approval of the manager on duty. When approved, no more than 3 total occupants will be approved to be in any one guest room, regardless of relations.
 - To appropriately clean and sanitize guestrooms, regrettably requests for late check outs are not possible.
 - Illness
 - Should you be exhibiting symptoms of any illness, please notify guest reception immediately and know we have a house physician* available to you, and should you decide to depart early to stay home and avoid contact with other people, there will be no early-departure charges incurred.
 - *Charges apply

CLEANING and DISINFECTING

- In all areas of the hotel (guest rooms, public areas and hotel heart of house locations) traditional cleaning products have been replaced with a 99.9% virus neutralizing product similar to a Clorox or Lysol "wipe".
- Each day your guest room is also sanitized with antibacterial spray that will kill all virus' (to a 99.9% effectiveness).
- All door handles, hand rails and elevators on the property are similarly disinfected every hour.
- The hotel has invested in a disinfecting procedure called *PROTEX*, which is an organic (plant based) chemical that is distributed into each guest room through an electromagnetic wand. This not only disinfects the areas treated entirely, but will remove any "matter" through the electromagnetic field. This will require you to be out of your guest room for approximately 3 minutes for your safety.

TOUCH-FREE SERVICES

- Typical services such as room cleaning, turndown and valet parking are absolutely voluntary. Should you wish us to not service your room, or not provide turndown, please let guest reception know and we will respect your decision.
 - Should you wish to park your own vehicle, this option is also available to you, however, we will need you to park the vehicle in a space we designate, and we will require you to sign a waiver for any potential damage or theft as we cannot be responsible for a vehicle not in our control.

We thank you for your cooperation and for your efforts in keeping our hotel, restaurant, team and community safe and healthy.

Malibu Beach Inn Hotel & Spa