



WESTLAKE VILLAGE INN

HOTEL | SPA | WINERY | RESTAURANT | LOUNGE

Health & Safety Guidelines

We are closely monitoring government policy changes, Centers for Disease Control (CDC) & WHO guidelines, government mandates, and the California Department of Health, and will continue to make changes as necessary or appropriate to our protocols and procedures.

Physical Distancing

- Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them using our marked locations at the Hotel Lobby
- Front Desk Staff practices social distancing by lowering the number of workstations ensuring six feet away between workstations.
- Employees will be reminded by management not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.
- Employees wash hands frequently with soap and water for at least 20 seconds.
- Employees will not open or touch guest vehicles or taxis.

Touchless Features

- Curbside Check in available, please call 818.889.0230 in advance to make arrangements.
- Front Desk credit card swiping is now available without intervention of the Hotel staff.
- Used guest keys are now dropped in a designated box in the Lobby where they go through a sanitation process before going back into the system.

Hand Sanitizer

- Hand sanitizing dispensers are placed at key guest and employee entrances and contact areas such as hotel lobby, restaurant entrances, meeting spaces, elevator landing, pools, exercise areas and Spa.

Front of the House Signage

- There are health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. In room messaging through phone and IPAD will also be used for messaging and communication.

Back of the House Signage

- Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Personal Protective Equipment

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the Hotel will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by the CDC.

Arrival Experience

- Repeat guests who have established a proven method of payment in the past will now have the option to do curbside-check in limiting, the time and interaction with staff.
- Subject to availability, disposable masks and gloves can be provided upon request to arriving guests.
- A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

Cleaning Products and Protocol

- A new cleanliness plan introducing electrostatic spraying broad spectrum disinfectant, a method that is usually used in hospitals and airlines, will now be used in all guest rooms, public areas, Hotel Lobby, Restaurants, Spa, Gyms, Pools and all across the property.
- Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and

suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Public Spaces and Communal Areas

- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms

- Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- An additional sanitization step with an electromagnetic sprayer before every check in.
- Guests may also request the option of no housekeeping service during stay.
- All hotel rooms will reflect a security seal following being cleaned, indicating that a room hasn't been accessed since it was cleaned and sanitized.

Laundry

- All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Room Recovery Protocol

- In the event of presumptive case of COVID-19 the guest' s room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the LADPH.