



MIRABEAU PARK HOTEL'S COMMITMENT TO OUR GUESTS & TEAM MEMBERS IN REGARDS TO RECENT EVENTS REGARDING COVID-19

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel is safe and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

Mirabeau Park Hotel remains open during these challenging times caused by the Coronavirus. The hotel will provide essential services that includes; guestrooms for those requiring accommodations, offering rooms as isolated offices, ample free Wi-Fi services to accommodate working in isolation, and we continue to host meetings with mandatory social distancing. Food and Beverage service (breakfast, lunch, dinner) will continue through room service. This room service can also be offered to meetings and office use. Takeout is also available offering a complete and varied menu.

Our restaurant and lounge, Max at Mirabeau, is open for Breakfast, Lunch and Dinner service from 6:00 am to 11:00 pm seven days a week. We also offer Room Service and/or To-Go orders during the same hours.

Our Commitment to Health, Hygiene & Cleanliness

We take great pride in maintaining the highest standards of cleanliness and hygiene. Our hotel's health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. On a daily basis, we are taking additional steps to ensure the safety of our guests and team members and that we meet the latest guidance on hygiene and cleaning as directed by local health authorities.

Our Health, Safety and Knowledge: Our hotel team members – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- Our hotel team members are receiving ongoing briefings and enhanced COVID-19 awareness training and operating protocols while at work and at home.
- We have increased the frequency of cleaning our public areas with a focus on the counter at the front desk, lobbies, elevator and elevator buttons, door handles, public bathrooms and even room keys and pens and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.

During Your Hotel Stay: In order provide a safe environment for you, our guest, and our team we will be practicing social distancing guidelines by only cleaning guest rooms after check out. This will help to minimize contact and keep a safe environment for all.

- Used towels and refuse may be left outside the door for our team to collect.
- All services and additional amenities such as towels, coffee, blankets, and shampoo are still available upon request through our guest services line by dialing "0".
- Should you have any other needs, please let us know by contacting the Front Desk or by dialing "0" for Guest Services and we will do our best to accommodate you right away.
- Due to government mandates for COVID-19, our outdoor pool will be closed until further notice.

The well-being of our guests and team members is of our utmost importance. We appreciate you, your understanding and support during this time.

Thank You,

**Andrew Rooney
General Manager**

**Lee Cameron
Owner**