ALL STAY WELL

We are committed to you staying safe and staying well in all of our hotels

At each touchpoint along the guest journey through a 21c property, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19. All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy. Enhanced hands-on training, dedicated on property rollout committees and a formal audit program ensure initial and continued compliance at all hotels across the 21c Museum Hotel portfolio.

Arrival and Check-In
- Limited valet parking with several self-parking lots available nearby
- Hand sanitizer stations throughout entrance, lobby and public spaces
- PPE required for all guests and teammates
- Front desks adapted to maintain distance with indicators and plexiglass
- Touchless I.D. and Credit Card Verification
- Mandatory screening for all guests, which may include a temperature check
- Increased frequency of bell cart cleaning and disinfecting
- Welcome greeter and signage to promote social distancing

In Room
- Wellness kits provided (hand sanitizer, cleansing wipes)
- Reduction of touchpoints in room including notepads and throw blanket.
- Robes and Nespresso coffee maker upon request only
- Turndown and stayover housekeeping service discontinued
- 48 hour resting period between guest stays, followed by cleaning and disinfection
- Restaurant dinner menu available for guests wishing to dine in-room during restaurant hours

Public Space
- Hand sanitizer stations in key areas throughout hotel and museum
- Revised menu of spa services; varies by property
- Elevators labeled to indicate maximum occupancy to promote social distancing
- Signage and markers communicating physical distancing protocols in public spaces
- One guest at a time in 21c Gift Shops
- Additional cleaners and wipes in fitness center
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing Covid-19 transmission, with special attention to high touch areas.
- Penguins remain in sight, but should not be touched or moved by guests

Restaurants
- Gloved & masked welcome greeter will offer hand sanitizer and mask up on arrival
- Mandatory screening for all guests, which may include a temperature check
- Seat allocation to promote social distancing
- Online and/or disposable menus for all diners
- Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing Covid-19 transmission
- Masks worn by all front of house and back of house teammates
- Penguins remain in sight, but should not be touched or moved by guests
- Bars and lounge areas will be seated by host to promote social distancing