



Tallman Hotel

Health and Safety Protocols

June 2020



Following a period of closure during the current COVID-19 epidemic, the Tallman Hotel is pleased to welcome back our clients and visitors to beautiful Lake County. While incidents of the virus have been low in Lake County, the Tallman and its staff are determined to do our part to keep it that way and to assure our guests a relaxing and safe stay with us.

Accordingly, we have instituted a new set of enhanced procedures that more than meet all state and local guidelines while garnering a CLEAN AND SAFE HOTEL designation from the California Lodging and Hotel Association.

Here are the revised guidelines affecting our GUESTS:

1. **On-line Check-in Procedures:**

To give our staff extra time to thoroughly disinfect all guestrooms, our normal check-in time of 3 PM has been extended to 4 PM. Of course, if you arrive early and the room is ready, you may check-in before that time. Once a room has been thoroughly sanitized, no other staff member is allowed to enter your room.



To minimize contact with staff, you will receive an email 1 to 2 days prior to your planned arrival containing the information and attestations usually handled at the front desk at check-in. You will be asked to certify that you and members of your party have not been in contact over the past two weeks with anyone who has tested positive for COVID-19 and that you do not currently exhibit any of the enumerated COVID-19 symptoms. You will also be asked to certify that all charges incurred during your stay can be billed to the credit card with which you made your reservation.

Upon arrival, the front desk staff member will simply hand you your sanitized room key with no further check-in requirements.

- 2. Health Considerations:** A digital thermometer is available at the front desk for use by guests, and staff is prepared to assist in locating local medical personnel if any symptoms develop during your stay.
- 3. Express Check-out:** A copy of your bill and credit card receipt will be available for you at the conclusion of your stay. Simply leave your room key on the room before the 10:30 AM check out time.
- 4. Hygiene and Social Distancing:**

It is recommended that guests wear masks and maintain at least 6 feet of social distancing while walking the grounds and when in the common area of the main hotel.

Please wash hands frequently and do not congregate in groups larger than your own party. Each room is stocked with disposable masks and hand sanitizer for your use and a hand sanitizer dispenser is available in the hotel lobby.

To minimize items in your room that have been touched by others, your refrigerator will not be stocked at check-in and our directory and other printed material will be removed.

5. Breakfast and Food Service:



Rather than our usual breakfast buffet, breakfast will be delivered to your door at the desired hour between 7:30 and 9:00 AM. Please check www.tallmanhotel.com/breakfast for the breakfast menu. You can place your breakfast order online or call it in to the front desk by dialing 0 on the phone in the room prior to 6pm the night before. Please leave breakfast trays outside your room door when finished.

The Blue Wing Restaurant take-out menu is available at <https://tallmanhotel.com/restaurant/food-and-wine-menu/> and reservations or room-service orders can be placed either in person or by calling 707-275-2233.

6. Housekeeping:

Using an extensive new checklist, all rooms will be thoroughly sanitized prior to guest arrival with special attention to all commonly touched items in the room. Once sanitized, no other employee will enter a room until guest arrival.

To minimize contact with our staff, housekeeping services will not be supplied to your room unless your stay is longer than three days. If a guest requires additional towels or linens, that can be arranged through the front desk.

Guests requiring stayover housekeeping services are requested to remove all personal items from beds and vanities. Other than in cases of emergency, no hotel staff enter your room while you are there or handle any of your personal belongings.

7. Pool Area:

Housekeeping or front desk personnel will check on the pool area every three hours and sanitize any tables or chairs occupied and remove any used towels. To minimize crowding in the pool area, chairs and lounge chairs have been re-arranged to encourage social distancing. Even so, full social distancing and sterilization cannot be guaranteed in the pool area, so guests explicitly enter the area at their own risk

Due to state regulations, the hot tub area is specifically off-limits.



Here are the revised guidelines affecting our **STAFF**:



- 1. Self-Certification:** At sign-in for each shift, all staff are asked to certify that they have been practicing appropriate social distancing guidelines over the past 2 weeks and that they are not exhibiting any COVID-19 symptoms, including a temperature check with a digital thermometer provided at the time-clock.
- 2. Training:** All staff have certified that they have received extensive training and fully understand in the new procedures and guidelines.
- 3. Hygiene and Social Distancing:** Staff members will arrive at work with clean uniforms each day. All staff will wear masks when moving about the property and interacting with guests. Housekeeping and other staff will either wear disposable gloves or wash hands after interacting with guests or coming in contact with their effects. Wherever possible, staff will maintain at least 6 feet of social distancing from guests or other staff.

Here is a summary of our revised **CLEANING PROCEDURES**:

- 1. Rooms:** Rooms will be well ventilated during housekeeping service. Items such as glassware and cups will be washed in soap and water. All other touchable items such as bathroom fixtures, tables, chairs, telephone, TV remote, coffeemaker, hair dryer, clock, door handles, etc. will be thoroughly disinfected with CDC approved sanitizer. All linens and towels, whether used or not, will be placed in sealed bags, taken to the laundry and washed at temperatures in excess of the CDC minimum of 140 degrees.
- 2. Communal Areas:** The front desk area will be sanitized after each guest interaction. Other communal areas such as bathroom, parlor, veranda and garden seating will be sanitized at least every three hours by housekeeping (morning/afternoon) or front desk (afternoon/evening) staff. Back of house areas such as the kitchen, laundry and housekeeping room will be sanitized periodically.
- 3. Pool Area:** Housekeeping or front desk personnel will monitor the pool area, sanitize tables, chairs and commonly-touched items at three-hour intervals and place used towels in closed bags for laundering.
- 4. Blue Wing Restaurant:** The Blue Wing has its own extensive social distancing and hygiene protocols which are available for review at the front desk.

