



## THE RITZ-CARLTON

LAGUNA NIGUEL

# Resort Information

## Commitment to Cleanliness

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on our State and CDC Guidelines.

### Our Ladies & Gentlemen:

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment, including face covering which they are required to wear at all times.
- Have and continue to receive training on COVID-19 sanitation protocols.
- Are led by a designated resort Cleanliness Champion.

### Arrival and Departure:

- Using mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Choice of baggage assistance or personal unloading; to include surfboard and golf bag storage.
- Social distancing signage at front desk, bell desk, and concierge desk.
- Signage throughout arrival and departure areas.

### Social Distancing Measures:

- Arrival queues throughout resort clearly marked for appropriate social distancing.
- Seating in restaurants, lounges, pools and beach are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to family members or two non-family individuals.
- Stairwell access is available for all four floors.
- Signage posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease.

### Cleaning Procedures:

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Utilizing cleaning products that kill the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers are placed throughout the resort.
- Frequent cleaning of public area restrooms, including single-use hand towels.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.

### Guest Rooms:

- Daily housekeeping services are available per individual guest preference to be confirmed at check-in.
- Housekeeping services will be performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Removal of decorative pillows and throws.
- All glassware has been replaced with single-use cups.
- Disinfectant wipes will be added to each room for personal use.



### Dining:

- In all restaurants, the tables, chairs, and service equipment are sanitized after each use and at regular intervals.
- Restaurants will use single-serving condiments and single-use recyclable paper menus as well as QR codes for touchless dynamic menus.
- Maximum of 10 guests per table in all restaurants.
- **RAYA** is open daily from 11:30 a.m. to 8 p.m. offering tableside service and an all-day dining menu.
- **The Market Place** is open Friday through Sunday from 7 a.m. to 11:30 p.m.; providing limited beverages, fast casual pre-packaged food, alcoholic and non-alcoholic beverages.
- **Pools** are open for all-day dining and beverage pick-up from 11:30 a.m. to 8 p.m.
- **Salt Creek Beach** is open daily for active recreation including walking, running, surfing, or body boarding.
- **In-Room Dining** is available daily from 8 a.m. to 8 p.m. Contact-free delivery and pickup will be provided.
- **To-go** meals are available to order and may be enjoyed around the resort including the oceanfront lawns.

### Spa and Fitness:

- The Spa and Salon are currently closed.
- Fitness Center is closed and group fitness classes are currently paused.

### Recreation:

- The pools are open for your enjoyment. Chairs on the pool deck as well as the beach are spaced 6 feet apart to allow for social distancing.
- Single-use service stations of water and sunscreen.
- All pool furniture is sanitized between each guest's use.
- Ritz Kids offerings are currently unavailable.
- Recreation Attendants provide frequent cleaning of tables and Adirondack chairs.

### Club Lounge:

- Club Level accommodations will resume July 1, 2020.
- All tables, chairs, and service equipment are sanitized after each use and at regular intervals.
- Guests are able to select an array of food and beverage offerings that will be personally served to them.
- Chef attended breakfast station featured.



### Meetings & Events

The resort offers a variety of open-air meeting and event spaces to allow for social distancing. As always, the Ladies and Gentlemen of our Resort look forward to bringing your vision to life and customizing desired meeting protocols.

- Seating capacities will be adjusted to ensure alignment with state guidelines.
- Touchless hand sanitizing stations are provided in pre-function areas and available at the entrance of each meeting room.
- Dedicated staff in all meeting spaces sanitize high-touch areas, tables and chairs at regular intervals.
- Facial coverings are encouraged for all attendees and can be supplied upon request, additional charges may apply.
- Event Technology team can provide packages for live-streaming options for general session and breakout rooms.
- Plated events are encouraged. Traditional self-service buffets have transitioned to attended stations and individually packaged items.
- Flatware will be presented in a rolled napkin. All condiments will be single-use.
- Breaks will require social distancing and be staggered across groups to manage guest flow.
- Water service will be either bottled or dispensed touchless.
- Conference Concierge to assist with guest flow and any business center needs. Subject to change based on business levels.

