



The Pfister®



COMMITTED TO CARE.

The current pandemic is unlike any crisis the hospitality industry has seen before. Our team is committed to caring for the health and well-being of our staff and guests. In an effort to better protect all travelers, guests, and associates, we have created The Pfister Clean Care Pledge to outline how we will continue to create brilliant experiences for our guests, while maintaining physical distancing and safety protocols. This plan is a baseline platform that will adapt to the changing environment.

WE ARE
BETTER
TOGETHER.

YOUR SAFETY IS OUR TOP PRIORITY.

We know that in choosing our hotel for your travels and meetings, you have placed a great amount of trust in our team. Rest assured that your guests will feel comfortable, calm, and most importantly, safe with us.

HOTEL SAFETY PROCEDURES

WHAT TO EXPECT DURING YOUR STAY

ARRIVAL PROCESS:

- Credit Card devices have been conveniently placed at the front desk for self-use. Our associates will sanitize all devices and touchpoint areas between guests. Guest keycards will also be sanitized by our associates.
- Bell service is available for you upon request.
- Information requested from the concierge will be provided to you via email or through single-use brochures.
- *Coming Soon! Mobile check-in and mobile keys.*

PARKING:

- As valet parking requires contact beyond what is currently recommended, valet will not be available at this time. Please proceed to our parking garage entrance on Mason Street for self-parking. There you will find elevators to take you to the lobby to check-in.
- If you need help with your bags, please pull up to the entrance on Jefferson Street before parking, someone will be available to assist with your luggage.

PUBLIC SPACES:

- Public spaces will undergo frequent cleaning, with extra focus on disinfecting high- touch surfaces with EPA approved products and methods. Foggers will be utilized to sanitize all public areas and guestrooms. As our occupancy increases and we welcome additional guests, we will further increase the frequency of this cleaning.
- Hand sanitizer stations will be installed throughout the property, including all elevator landings, public spaces, food and beverage outlets, and conference spaces.
- Stanchions and communication signage will be displayed in all public spaces to promote safe distancing, smart hygiene and guest traffic patterns.
- Clear protective screens have been placed throughout the hotel where regular interaction with hotel associates occurs, such as the front desk area, and food and beverage outlets.
- We will offer text messaging for simple requests and inquiries. Simply verify your cell phone number upon check-in to opt in.
- UV cleaning devices will be available at the front desk and concierge station for sanitizing your cellphone, keys, tablets, and other small personal items.
- The Pfister Hotel asks and appreciates that you consider wearing a mask while in the common areas of the hotel to help protect the health of your fellow guests and our associates.

HOTEL SAFETY PROCEDURES

WHAT TO EXPECT DURING YOUR STAY

ELEVATORS:

- We are asking our guests to limit elevator capacity to 2 unrelated guests in each elevator cab. You will find “stand here” indicators on the floor to encourage physical distancing.
- Tissue dispensers and small trash receptacles will be located inside and outside of each elevator to limit contact with buttons and provide ease of disposal.
- Elevators are sanitized frequently. The frequency of this cleaning will increase during higher occupancy periods at the hotel.

GUESTROOMS:

- Guestrooms are cleaned prior to arrival with enhanced disinfecting and sanitization methods that go beyond leading hospitality industry standards and Center for Disease Control guidelines.
- All guestrooms will be inspected by a supervisor once they have been cleaned and sanitized. Following the inspection, a seal will be placed on your guestroom door by the supervisor, and it will only be broken by you when you first enter the guestroom.
- Certain amenities have been removed from your guestroom, but can be delivered upon request, including: extra pillows, extra blankets, pens, note pads, slippers, robes, a bible, and ice buckets.
- Remote controls will have disposable covers.
- To minimize contact, we are no longer providing daily housekeeping in guestrooms. Exceptions will be made if you require ADA accommodation, however guests may not be present while an associate is providing service to the guestroom.
- Minibar, shoeshine, and laundry/dry cleaning services will not be offered at this time.

FITNESS CENTER:

- Fitness equipment has been properly spaced or taken out of use to adhere to physical distancing requirements.
- We ask that no more than 4 guests use the fitness facility at one time, and reservations will be required for use of the fitness center (subject to availability there will be a 30-minute time limit).
- Fitness equipment will be sanitized frequently. After being cleaned and sanitized, a sticker will be placed on the equipment noting it has been sanitized.

SWIMMING POOL:

- Guests are welcome to use the swimming pool for 1 or 2-hour blocks, reservable at the Front Desk.
- Occupancy will be limited to a maximum capacity of 10 people.
- Social distancing should be practiced both in and out of the water.

HOTEL SAFETY PROCEDURES

WHAT TO EXPECT DURING YOUR STAY

ASSOCIATES:

- You will find associates wearing personal protective equipment, including masks and gloves. Associates in positions that wear gloves will change them and sanitize their hands between interactions with guests. Additionally, all associates will have their temperature taken when they arrive to work each day.
- Prior to returning to work, all associates are required to complete and sign certification ensuring that they exhibit no symptoms.
- Formal training in sanitization and safe practices have been implemented with resources from: Marcus Hotels & Resorts and Eco-Lab.

CHECK-OUT:

- Your folio will be emailed to you upon check-out. A printed copy will be available upon request.
- A keycard drop box will be available near the front desk for you to deposit your keycard upon check-out.

FOOD AND BEVERAGE:

- All seating plans have been revised to reflect six feet of spacing between tables in all dining outlets.
 - Breakfast and lunch options are available at The Pfister Café with either dine-in seating or grab-and-go options.
 - Dinner options are available onsite via carry-out or dine in through Mason Street Grill. Reservations encouraged.
- In-room dining will be available from 6am – 10pm daily.
- *COMING SOON: Mobile menus and contactless ordering and payment in our food and beverage outlets.*

MEETINGS AND EVENTS:

- Conference room layouts have been reconfigured to account for required levels of physical distancing and occupancy maximums.
- Stanchions and communication signage will be highly visible in meeting spaces to promote safe distancing, smart hygiene and guest traffic patterns.
- Tissues and trashcans will be placed at each door to allow for touchless opening and closing.
- Banquet chairs, linen-less tables and equipment will be sanitized before and after each use.
- The following banquet service modifications have been established:
 - Elimination of self-service buffet stations, preset food items, and community items including condiments, bread baskets and multiple use items.
 - All food and beverage stations will be serviced by an attendant.
 - Banquet menus have been modified to ensure the safety of all dining guests.

HOTEL SAFETY PROCEDURES

WHAT TO EXPECT DURING YOUR STAY

CLOSURES:

The following outlets are currently closed:

- The Club Lounge

STATUS UPDATES:

Here you can find up-to-date information on The Pfister Hotel outlets.

- [In-Room Dining](#)
- [WellSpa + Salon](#)
- [Mason Street Grill](#)
- [Café at The Pfister](#)
- [Lobby Lounge](#)
- [Blu](#)

In response to the COVID-19 pandemic, The Pfister Hotel has established the above enhanced health and safety measures for all of our guests and associates. However, an inherent risk of exposure to COVID-19 exists in any public place where people are present. By visiting The Pfister Hotel, you voluntarily assume all risks related to such exposure. You must follow all posted instructions and directions from our associates while visiting the hotel to help minimize the risk of spread of COVID-19.

The CleanCare Pledge is subject to change at any time in our discretion in order to reflect new guidance from health experts, industry best practices, and other developments impacting these protocols. Please contact The Pfister Hotel in order to confirm the most up-to-date information regarding the CleanCare Pledge.



WE LOOK FORWARD TO WELCOMING
YOU TO THE PFISTER HOTEL