Hill House Inn

Covid 19 safety and Cleanliness procedures

1. Signage: All entrances have the Covid-19 county warnings and information re: masks, social distancing and a warning not to enter if you are sick.
2. Employees and guests are provided masks, gloves and hand sanitizer.
3. We have trained staff to follow the Covid 19 industry guidance manual provided by Cal Osha and Cleaning products and the training on how to use them by Eco Lab.
4. We have a thermometer to check employees before they start their shift and all staff have been notified to not come in for their shift if they are sick.
5. We close the rooms for 24 hours before and after every guest reservation. The room is cleaned and sanitized including all soft goods before the next guest arrives.
6. We have closed 75% of our public spaces and have tape lines on the floor to help with social distancing. No public restrooms are in service at this time. We are not holding any meetings or events at the property. We are not lighting our fireplace so as to discourage gathering of any kind in our lobby.
7. We will utilize the side door and guests can line up outside 6 feet apart until the spacing inside the lobby becomes available.
8. We have moved our credit card swiper so that the guest can swipe their own card. If we do take cash we are gloved.
9. -Jamie Buckner GM 707-357-5335 Kathy Allen Asst. GM 707-357-0113.
10. Our reservations are made online through our booking system or by telephone.
11. Guest room occupancy is limited to family groups that live in the same household and two adults two children are the most allowed in each guestroom.
12. We are limited to 75% occupancy per county guidelines
13. 24 hours between reservations before and after a stay. If a covid 19 case is found to have stayed in a room we will leave the room empty for 7 days.
14. All guests sign a waiver re: covid 19 and assumption of risk. They are kept in the guest folio and we are required to have all adults staying in the room and their cell phone numbers listed to be contacted in case of an outbreak.
15. If a covid 19 case is discovered and it is a current guest they will be asked to quarantine in the room for up to 14 days. We will make arrangements for there to be food and drink delivered to the room. We currently hold 25% of our rooms empty for just such an occurance.
16. RE: hot tubs or spas we do not have them.