



THATCHER HOTEL

Safe + Healthy Opening Plan

1. **SIGNAGE** - Signage is located at all entrances and exits, indoor and outdoor public spaces and guest corridors reminding guests to wear masks, not enter if they feel ill, and to maintain safe distance from others.
2. **PPE** - All employees and guests are provided face masks and hand sanitizer. Cleaning wipes are also available upon request, and employees additionally have access to face shields.
3. **TRAINING** - All employees and temporary workers are required to complete PPE and property cleaning and sanitization training upon joining the team. Additionally, daily meetings are held with the team to review.
4. **EMPLOYEE HEALTH** - Providing PPE, requiring face masks, extensive training, requiring all humans who enter the building to self-assess health and undergo temperature checks, sanitize property every 30 minutes, not allowing employee entry to guest rooms while occupied (or 48 hours following departure).
5. **GUEST HEALTH** - Providing PPE, requiring face masks, requiring all humans who enter the building to self-assess health and undergo temperature checks, sanitize property every 30 minutes, not allowing employee entry to guest rooms while occupied (or 48 hours following departure).
6. **CROWD PREVENTION** - Guest amenity areas, hotel lobby and guest floors are reserved for registered guests only. Signage and our "guest commitment" inform guests that they may only have members of the same household stay with us, and only registered guests will come on property. Anyone seen violating these policies, gathering in crowds, or otherwise jeopardizing the health and safety of other guests and employees will be asked to leave immediately.
7. **PHYSICAL DISTANCING** - Furniture and property amenities have been arranged to provide maximum distance while on property. Property amenities and lobby areas are closed to registered guests only. Signs for 6ft distance are displayed around property.
8. **PAYMENT METHODS** - Overnight stays must have credit card on file prior to arrival, contactless payment is encouraged for food & beverage, and no cash is accepted at this time.
9. **CONTACTS** - onsite or within 15 minutes 24/7
 1. Chris Pusateri, General Manager
707-723-0838
chris@thatcherhotel.com

2. Amanda Wasnock, Assistant General Manager

707-723-0838

amanda@thatcherhotel.com

10. **RESERVATIONS** - online reservations are required. No walk-ins.
11. **GUEST LIMITS** - guests are limited to 2 guests per room, 4 in larger suites. Guests must all be registered, and must be from the same household.
12. **OCCUPANCY** - occupancy has been limited to a maximum of 75%.
13. **ROOM REST** - a minimum of 48 hours must pass prior to anyone entering a guest room to service for next stay. No exceptions.
14. **GUEST ACKNOWLEDGEMENT** - prior to arrival, guests must electronically confirm they agree to restrictions and guidelines by Mendocino County and the property. This is again reviewed upon arrival.
15. **ISOLATION** - if a guest contracts or tests positive for COVID-19, they will be asked to isolate in their room for 14 days. Additional rooms have been set aside to provide buffer and support for this.
16. We do not have a sauna, hot tub or steam room.

Health + Safety Commitments

WHILE YOU'RE HERE

Arrival. When you provide us your arrival time, we will be prepared for a contactless check-in experience. Once you're in, we will leave you to explore and enjoy your stay.

During. Throughout your stay, we commit to not having anyone enter your guest room. We will be foregoing room-tidy service for multi-night stays.

Amenities. Hotel property is reserved for registered guests only at this time. Pool capacity will be limited to 10 guests at a time. Limited food + beverage offerings are available from 8 am - 8 pm during your stay.

TEAM THATCHER COMMITMENTS

Healthy Team. Our team is healthy and symptom free. Each team member also takes temperature each day upon arrival + completes the CDC self-certification.

Clean Rooms. Our rooms are cleaned using CDC recommended chemicals, by our staff wearing PPE. We commit to a 48+ hour room hold period after guest departure prior to entering to service the room.

Safe Distance. We are providing a contactless arrival process, and will keep our distance to allow you to unplug, explore and enjoy your time in Hopland.

Face Coverings. We commit to always wearing face coverings while serving you.

Consistent Sanitization. Our team will be cleaning high traffic areas and touch points on a 30 minute rotation.

GUEST COMMITMENTS

Healthy Guests. We will be taking your temperature upon arrival, and we ask that you stay home if you aren't feeling well. If you become sick or test positive for COVID-19 during your stay, you will be asked to self-isolate in your hotel room for 14 days at our regular room rate.

Safe Distance. We want you to enjoy your time with us at a safe distance, and ask that you stay 6 ft apart from anyone not traveling with you.

Face Coverings. Please remember to always wear a face covering in hotel common areas, and while traveling to your room, and any time that you are unable to maintain 6 ft distance.

In this together. We ask for your understanding and patience as we navigate these times, together.