



HEALTH & SAFETY PROTOCOLS

Fairmont
AUSTIN

OUR TOP PRIORITY IS CARING FOR YOU.

At Fairmont Austin, the wellbeing and safety of our loyal and valued guests and colleagues is our highest priority. We are committed to keeping these key stakeholders safe and healthy when visiting our food and beverage venues, staying in our guestrooms, and attending events. Following the COVID-19 pandemic, Fairmont Austin is enacting the following measures in accordance with local authorities, the CDC and the World Health Organization recommendations and our Accor values. You can also visit [ALLStayWell.com](https://www.allstaywell.com) for additional Health & Safety information.



GUEST ARRIVAL EXPERIENCE

- Wearing a face mask is required for all guests over the age of 10 in our public spaces (except while seated and dining or swimming in the pool)
- Guest temperature check upon entry to the building with a secondary screening process for any individual with a temperature over 99.6° degrees Fahrenheit
- Any guest that fails the temperature check will have the option to check in and self-isolate on a designated floor away from other guests or leave to get tested at a local testing facility
- Face masks are required at all times, including when using guest elevators to travel to and from guestrooms
- Disposable surgical face masks are provided to guests upon entry to the hotel
- Valet Parking is now available with rigorous safety and sanitation processes in place including steering wheel covers and EPA-registered fabric and leather safe disinfecting chemicals to disinfect seats and steering wheel
- Physical distancing floor decals throughout the lobby
- UV-C Light Technology utilized to sanitize all guestroom key cards
- Plexiglass partitions at the Front Desk between the guest and Front Desk Agent
- All guest luggage handled will be disinfected and tagged with “Handled with Care & Disinfected” sticker

PUBLIC AREAS

- All required physical distancing guidelines to be followed utilizing floor decals for high volume areas such as elevators, queues for check-in and Food & Beverage venues, hotel entrance, fitness center and pool deck
- Visible signage in all public areas with health and hygiene reminders including local face mask requirement
- Use of antibacterial and Ecolab disinfectant products throughout the hotel including touchless hand sanitizer stations, sanitizing wipes and anti-bacterial hand soap in all restrooms

POOL

- All required physical distancing guidelines to be followed for the pool deck
- Face masks are required at all times on the pool deck, unless eating, drinking, or swimming. Face masks are required to be worn when approaching a colleague for assistance.
- All required pool capacity guidelines to be followed
- Continuous and frequent deep cleaning and sanitizing of all high touch-point areas on pool deck including loungers, cabanas, tables, and sunscreen machine

GUESTROOMS

- Stayover Housekeeping service and turndown service offered upon request only
- All in-room collateral to be removed with the exception of the In-Room Dining menu (a paper copy which will be replaced after each guest checks out)
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing
- Use of high efficiency MERV-13 filters in all guestrooms
- Continued use of EPA-registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19

FOOD & BEVERAGE VENUES

- Face masks are required at all times throughout the hotel including our F&B venues, unless eating or drinking. Face masks are required to be worn when a colleague approaches the table.
- Please check hotel website for hours of operation for the below dining options:
 - In-Room Dining
 - Fulton
 - Good Things
 - Revue
 - Rules & Regs
- The Pool will be open daily from 6:00am-10:00pm and Food & Beverage service will be available. Please check hotel website for details.
- All Food & Beverage venues will reduce seating capacities to allow for physical distancing requirements between each seated group of guests
- Contactless payment in our Food & Beverage venues
- Single use paper and digital menus (via QR code) in our Food & Beverage venues
- In-Room Dining doorstep delivery to guestrooms
- Plexiglass partition in Good Things between baristas and guests
- All silverware rolled individually and all condiments to be disposable single serve use or disinfected between use
- Fairmont logo mask pouches provided to all guests dining in the Food & Beverage venues to allow face mask to be stored while eating and drinking

FITNESS CENTER

- All required physical distancing guidelines to be followed by powering down machines and equipment within 6 feet of each other
- Capacity guidelines to be followed for the Fitness Center
- Face masks will be provided and must be worn at all times when utilizing the Fitness Center
- Gloves will be provided and must be worn by all using the machines and equipment within the Fitness Center
- Continuous and frequent deep cleaning and sanitizing of all high touch-point areas in the Fitness Center

Please note that we will continuously refine and update hotel standards based on the ever-changing environment and new protocols to ensure that we remain a leader in our industry for both our guest and colleague health and safety. We are certain that the coming weeks and months will continue to educate us and we look forward to sharing ideas and updates as we navigate forward together through this unfamiliar territory.