



CLAREMONT CLUB & SPA
A FAIRMONT HOTEL



Your Safety in Mind
Welcome back to the Claremont!



“The top priority remains the safety, care and wellbeing of our Claremont Club & Spa family.

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are” said Paul Tormey, Claremont General Manager & Regional V.P.

Extensive measures are being taken to protect guests, members and colleagues, including physical distancing; mandatory screening for all hotel guests and colleagues, including a temperature check; masks provided to hotel guests and worn by all colleagues; increased frequency of cleaning & disinfecting, with a focus on high-touch points; and continued use of EPA registered disinfecting chemicals, proven effective in preventing the transmission of COVID-19. Hands-on training for all colleagues, a dedicated on-property rollout committee and a formal audit program, validated under the global ALLSAFE Cleanliness label, ensure initial and continued compliance.

As we welcome you back to the Claremont, please be assured that we are also looking ahead, through and past the COVID-19 pandemic, to ensure that our valued guests, members and colleagues will always be looked after with the highest degree of safety, care and comfort.

Your safety in mind.

LOBBY & PUBLIC SPACES

We have increased the frequency of cleaning and disinfecting surfaces with EPA-registered cleaning agents, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points and high-traffic areas. Social distancing is encouraged with appropriate signage and floor decals to assist with guiding guests to engage. Additionally, all guests will be required to have their temperature checked upon arrival and wear a face covering in all public areas. Partitions have been placed in key locations to help ensure appropriate distancing.

GUEST ROOMS

Our highly respected housekeeping team at the Claremont will continue to go above and beyond our luxury standards of room preparation. We have implemented a “48 hour resting period” in between guests, coupled with deep cleaning of all surfaces with disinfectant cleaners recommended by scientific experts to kill bacteria and virus. We have removed a number of items from your room - throw pillows and blankets, pads & pens, etc. to help limit high touch points, but they're still available for you! Call Royal Service by dialing 0 for any requests! We will also have a new amenity for you – a package of disinfectant wipes, hand sanitizer and face mask for you available at check-in to give you more control and confidence with your contact of surfaces throughout your stay!

DINING

Seating in all of our restaurants have been re-designed to allow for outdoor dining, along with extra space for physical distancing. We've added the use of face coverings by our staff as well as disposable menus and/or QR codes to limit touchpoints. With additional service processes to reduce contact with food and service equipment, we are committed to providing you with a dining experience you can enjoy with confidence.

THE CLUB

At our recently renovated and award-winning Club at the Claremont, we have increased the frequency of disinfecting with a focus on high touch points. Tennis is currently available for singles & double play with members of your own party, and you'll be able to access the outdoor Fitness Pavilion or limited outdoor fitness classes by making reservations through the Club Front desk up to 24 hours in advance. At this time the indoor Club facilities, the pools and pool deck remain temporarily closed.

GENERAL PROTOCOLS

Guests will see “Stay Well” signage and digital communication throughout the resort encourage guests to practice physical distancing, wash their hands and use hand sanitizer after touching surfaces. Hand sanitizer stations will be available to guests in all high traffic public areas and floor decals will be placed guiding guests to physically distance in any area where a line may form, i.e.: check in, concierge, restaurants etc.

COLLEAGUE TRAINING & SAFETY

Our employees will each receive a safety orientation for their individual roles, with guidance and reminders to: Stay home if not well, wash hands repeatedly and thoroughly, wear appropriate face coverings while at work and follow all safety protocols for their particular responsibilities and guest interactions. It is important to us that both our guest and colleagues are safe and well.



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