OUR COMMITMENT TO HEALTH AND SAFETY

AT THE ST. JULIEN

The health and safety of our employees and guests is our top priority. St Julien Hotel & Spa Has always been a leader in cleanliness and sanitation, and with the advent of COVID-19 continues to innovate in the field of wellness and sanitation.

FREQUENTLY ASKED QUESTIONS (FAQ)
What is the cancellation policy? We kindly ask for 24 hours prior to arrival for cancellation. If you have booked a for special event that was taking place at the University of Colorado in 2020 and prepaid a deposit the hotel is issuing refunds and canceling or rescheduling without penalty.

Can I move my booking to a future date? Yes subject to availability and at prevailing rates.

What amenities are open / available? Jill's Bistro and T-Zero Lobby Bar are open for limited sit-down service as well as take-out and in-room dining service. The Redgarden Terrace is open for dining under a new socially distanced layout. The spa is accepting limited appointments for hair, nails and massage. The pool and hot tub may be used as long as no more than 5 guests are present in the space. The fitness center is open with a maximum capacity of 2 guests. Guests are discouraged from congregating on the outdoor terrace and lobby spaces.
What is open in Boulder? Are shops, restaurants and outdoor activities open? **Several restaurants have expanded outdoor seating and are open with limited capacities.** Shops are beginning to open on Pearl Street with curbside pick up and limits to numbers of patrons in the physical space. **Outdoor trails are open with appropriate distancing and mask requirements.**

Are face masks required? **Yes. The city of Boulder is requiring all visitors and residents to wear face coverings at this time.** If you do not have a covering, the hotel will provide up to 2 masks per guest. **Physical distancing ordinances are also in place.**

Is the hotel pet friendly? **No, but special accommodation may be made for accredited service dogs.**

May I have additional guests in my room? **Due to health and safety ordinance the maximum number of unrelated guests is limited to 2 per room.**

**CLEANING PRODUCTS AND PROTOCOLS**

St Julien Hotel & Spa uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens (Eco-Lab Peroxide Cleaner and Disinfectant Spray). We have worked with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of cleaning supplies and necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to: Front desk check-in
counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, windows and mirrors, and room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.

**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, safes, hair dryers, telephones, entry doors and peep hole, light switches, temperature control panels, alarm clocks, minibar, luggage racks and flooring. We also clean and disinfect all hard surfaces, such as, desks, tables, dressers, bed side tables-and all other storable spaces- (i.e.drawers).

**Laundry.** All bed linen and laundry are changed daily and washed at a high temperature in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the onsite laundry facility.

**Employee Spaces.** The frequency of cleaning and sanitizing has increased in high-traffic back-of-house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices and kitchens.
Air Filter and HVAC Cleaning. The property uses a minimum of MERV 8 air filters in each room and air handler, and uses individual fan coil units isolated to each individual room. The frequency of HVAC system cleaning has been increased and fresh air exchange is maximized.

EMPLOYEE AND GUEST HEALTH

Temperature Checks. All employees are required to submit a temperature check at the beginning and end of their shift. An employee displaying an elevated temperature is sent home immediately.

Physical Distancing. Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables and other physical layouts are arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All property amenities including the Spa, restaurant, bar and in-room dining comply with local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touch-less whenever possible,
have been placed at key guest and employee entrances and contact areas such as driveways, reception areas, the hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, the pool, salon and exercise areas.

**Public Signage.** There are health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

**Employee Signage.** Signage is posted throughout the property, reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly, report all presumed cases of COVID-19 on-property and provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

**AMERICAN HOTEL AND LODGING ASSOCIATION GUIDELINES**
St Julien Hotel & Spa meets or exceeds all state and local guidelines, as well as the enhanced industry-wide hotel cleaning standards as outlined by the American Hotel and Lodging Association.