COVID-19 has altered the way we think, act and go about our daily lives. Our new normal will look very different from the past, and there will be a lot of questions surrounding the importance of safety & sanitation. We want our guests to know that Royal Park Hotel is committed to providing the best experience in Every Day Luxury for each guest walking through our doors. We understand there are still concerns regarding travel and a level of uncertainty surrounding COVID-19. Over the past six weeks, we have worked diligently behind the scenes with community partners, industry leading experts, and health officials, along with WorldHotels & BWH Group, our global partners, to ensure we are providing the highest level of safety for our guests.

This article highlights the protocols we will be implementing to protect our guests and staff and combat the spread of COVID-19. Rest assured, we are prepared. From extensive training and monitored self health checks, to state-of-the-art technology, advanced sanitation and disinfection techniques, our approach is comprehensive. When you’re ready to travel, we’re ready to take care of you.

Check out our live discussion on safety & sanitation HERE.
The New Normal

Industry Leading Standards
Our guest and employee safety is of the utmost importance to us. We have worked closely with Proctor & Gamble, an Industry leader in sanitation and disinfection along with WorldHotels & BWH Group, our global partners, following CDC recommendations to develop the following protocols.

Your Stay - What To Expect
When you are ready, we are ready. We understand the level of uncertainty surrounding travel. We have implemented the following elevated safety precautions to allow for a touch-free experience during your stay.
- Mobile keyless entry
- Sterilization of room keys & pens
- Text messaging communication system
- Installation of plexiglass sneeze-guard shields & social distancing tape
- Heightened staff precautions including targeted staff training & PPE

Dining In Or Out
It may take some time to feel comfortable dining in at restaurants. PARK 600 is prepared to serve you whether you prefer dining in or out.

Dining In? Our team is ready and excited to serve you once again! Our restaurant may look a little different, but we expect our guests will enjoy the same locally crafted experience they are accustomed to. Below are some changes you may notice.
- Disposable menus & napkins utilized
- All-day dining menu featuring many of your PARK 600 favorites
- Fewer tables and chairs to ensure proper social distancing
- Sanitizing each table after guest use
- Reservations recommended to avoid overcrowding
- Staff wearing proper PPE & practicing enhanced hygiene
- Increased grab & go options
- Maximizing our interior and vast outdoor green space for seating

Dining Out? PARK 600 is excited to announce new ways to enjoy your favorites from home.
- Partnership with DoorDash for all your delivery needs
- Custom curbside pickup kits with rotating family meal options
- Family picnic & grilling options available during our outdoor season

A New Era Of Events
From important board meetings to your unforgettable wedding day and everything in between, guests will still enjoy our Every Day Luxury experience, but with a twist. Enhanced digital options and innovative service are just some of the updates we are implementing to ensure guest safety.
- Increased monitoring of social distancing requirements. Sensitivity to event space capacities, providing generous space for each event
- State-of-the-art audiovisual and increased WIFI access, for use in events such as hybrid meetings
- Customized plated meals, as well as individually wrapped kits
- Disposable bamboo silverware & napkins
- Implementation of copper tables and less linen whenever possible
- Sanitizer stations at each event
- One-on-one vendor communication to ensure CDC guidelines for sanitizing & disinfecting are followed
- Text communication capabilities
- Maximizing outdoor greenspace for events whenever possible

We are investing in a state-of-the-art Clorox Total 360 electrostatic sprayer system. Clinically tested to clean & sanitize 99.9% of viruses and bacteria including hard to reach surfaces.

The Definition Of Clean
The definition of clean has changed. For us, that includes sanitizing, and disinfecting with the highest level hospital grade products available to us. Royal Park Hotel has been utilizing these products from P&G for years and have put further steps in place to ensure peace of mind for our guests.

COMMON AREAS
- Hand sanitizer stations set up in lobby, outside elevators, PARK 600 and all banquet events
- Certified Housekeepers dedicated to clean & sanitize high traffic common areas more frequently
- P&G hospital grade disinfectant products utilized
- Foot paddles installed on restroom entry doors for touch free access

GUEST ROOMS
Rooms will look a little different. We have removed the bolster pillow, bed scarf, magazines, paper & pens and extra toiletries from the room. These items are ones that can easily hold onto viruses and are harder to disinfect.
- Knock & drop sanitizing kits will be available for those who would like the additional peace of mind
- All rooms will be ionized prior to servicing upon departure to purify the air of bacteria and allergens
- Duvets laundered after every departure
- Febreze with Spic & Span for disinfecting fabrics
- Hospital Grade P&G disinfectants