

# THE WESTIN

## RIVERWALK

San Antonio

Dear Westin Riverwalk Valued Guest:

We are delighted to welcome you to The Westin Riverwalk San Antonio! We wanted to reach out to share with you the many steps we have taken to ensure your safety during this pandemic.

Our hotel has responded aggressively to the pandemic through increased measures for social distancing, strict sanitation and disinfection protocols, associate awareness, training and various other methods to help keep you safe and ensure you have the best stay possible during these unique times.

The CDC continues to recommend wearing a mask in public indoor settings in areas of substantial or high [community transmission](#), regardless of vaccination status. **OUR ASSOCIATES WILL CONTINUE TO WEAR MASKS.**

### HOTEL SERVICES

- Upon check-in we ask that one-person check-in with the desk while the remainder of the guests wait in the car or lobby area if available. We have valet parking only available. See valet attendants for other options, not associated with the hotel.

- To limit contact, for your safety and our associate's safety, we are providing housekeeping service after the 2<sup>nd</sup> night of your stay currently. **We appreciate your understanding during this time and hope to very soon return to daily services.**

Should you require additional towels or other items please call the front desk by dialing "0" and it will be our pleasure to deliver to your door. If you would like any trash picked up, we can arrange for pick up as well. We want to do whatever we can to make your stay more comfortable.

- Should you have maintenance concerns, please contact the front desk and we will schedule a time when you are away from the room, and our Engineering associate will make the needed corrections or repairs.

- We comply with all state and local capacity regulations and company mandates, and these can change at any time. We will ensure we communicate any changes.

To accommodate social distancing, there is a 4-person **maximum** in each elevator (or **1 family or a part of the same group**). Please understand this may cause longer wait times. During busier times, we ask that you stand 6 feet from the person in front of you, unless a part of the same family or group.

## **GENERAL CLEANING AND SAFETY**

We have always taken great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency in which our public areas, guest rooms, and facilities are deep cleaned and sanitized using hospital-grade disinfectants. We've also taken the following precautions:

- All hotel employees have completed enhanced COVID-19 prevention and preparedness training. All associates are reminded daily of proper and frequent handwashing techniques, emphasizing its importance in combating the spread of viruses.
- We insist that all associates wear masks, whether they are interacting directly with a guest or another associate or indirectly via a common point of contact.
- We have taken serious measures to ensure social distancing and constantly reemphasize its importance. For example, the check-in experience has been modified to eliminate all unnecessary contact including the use of custom-made glass shields.
- Signage throughout the hotel reminds guests of important safety precautions and directs them to ways to minimize contact and maximize social distancing.
- We offer hand sanitizer throughout the property for guest and employee use.

We thank you for your understanding of the measures taken to ensure the safety of our guests and team members. We look forward to welcoming you soon and thank you for the opportunity to be of service!

Always at Your Service,  
The Westin Riverwalk Team