



DAVENPORT HOTELS

HISTORIC • TOWER • LUSSO • GRAND • CENTENNIAL

COVID-19 PANDEMIC: DAVENPORT HOTELS REOPENING PLAN

RELEASED: MAY 6TH, 2020

UPDATED: JUNE 25TH, 2020



“It is our responsibility to ensure that our guests and associates feel safe to return to our hotels, restaurants, spa and all outlets and departments. We have always been known for our high standards and this will be no exception. Sanitation is paramount at this time. We have elevated our efforts and added new ways to ensure we are providing a safe place for all. This is an outline of some of the important items our guests and associates can expect to be different upon their return.”

Lynnelle Caudill, Managing Director

GUEST CONSIDERATIONS

We have elevated our efforts and incorporated new “best practices” as recommended by the Center for Disease Control (CDC), State of Washington, Spokane Regional Health District (SRHD), and our franchise partners at Marriott International. This includes the following:

- Social distancing will be observed as guests check-in and out of our hotels, order from our restaurants and use our facilities.
- Effective June 26th, 2020, Washington State Governor, Jay Inslee, issued an order requiring all people within indoor public spaces to wear face masks. If you do not have a mask, we would be more than happy to provide one for you.
- Hand sanitizer stations have been placed at all hotel entrances, front desks, elevator lobbies, public restrooms, business centers, fitness centers, pools and other areas of gathering.
- The Hotel uses Ecolab cleaning and sanitation products that meet the standards set by the Environmental Protection Agency (EPA) throughout all areas of our hotel properties.
- Use of Electrostatic Sanitation Sprayers have been implemented for public shared-use spaces (i.e. fitness centers, business centers, pools, etc.).
- We will follow our documented protocol in handling any case of an in-house guest reporting symptoms or a positive test result of the COVID-19 virus, or any other pandemic contagion.
- Guests will be encouraged to enter through our automated doors where available, limiting the touch of handles.
- Hotels will be placing informational signage around the public areas to educate our guests on all unique practices and expectations.
- Valet service has been suspended. When greeting guests upon arrival, associates are not to touch the handles of our guest vehicles. We will provide our guests a warm greeting and direction on how to self-park their vehicles and enter the hotel.
- Signs will be placed at elevator landings (lobby level) instructing guests to use one elevator per party at a time (single use); and housekeeping will sanitize the elevator buttons at established intervals.
- In an effort to increase social distancing, front desk associates will encourage guests to follow Marriott’s ‘Make a Green Choice’ Program while at the hotel, which limits interaction and potential contamination. Davenport Hotels will continue to issue 500 BonVoy points as an incentive to reward guests who choose to go green as well. Find out more about the Marriott ‘Make a Green Choice’ Program here: <https://help.marriott.com/s/article/Article-22164>
- Hotels will seek to allow 2-3 days between guests assigned to a given room, when available.





RICHTECH@
AUTOMATED AI
TEMPERATURE
SCREENING
SYSTEM



GUEST CONSIDERATIONS (CONTINUED)

- Bell service will be limited. In the event any associate is assisting a guest, they are to practice social distancing and ask permission to come closer and assist. Associates are not to travel to the guest's room at the same time as the guest and must wear gloves. Associates are not to enter the guest's room for a period and must drop off bags at the door. It is important that we discuss this with our guests as we interact - it is for their safety and should not be viewed as a lack of assistance. Bell carts are to be sanitized after each delivery.
- Davenport pens and other shared items will be removed from all guest rooms and public areas. Guests will be encouraged to use their own, or if using ours (i.e. a server's in the restaurant) we will sanitize pens after each guest's use.
- All guest room items (i.e. remote controls, telephones, etc.) will be sanitized in our daily housekeeping cleaning service.
- When dining in our restaurants, as required by the State of Washington for a defined period, guests will be required to wear masks. Per the state's rule, they can only remove masks once seated. Additionally, guests will be seated at least 6 feet apart from other diners, amongst a handful of other new requirements issued by the State.
- We will discontinue self-serve buffets in our restaurants and banquet rooms.
- We will discontinue adding open water pitchers to banquet tables.
- Food service in our banquet and meeting rooms may look a bit different as we have established new standards of service (i.e. individually wrapped items, single use containers where applicable, etc.).
- Food preparation standards set by the Spokane Regional Health District will be followed, to include use of masks and gloves for all kitchen staff.
- Hand sanitation will be added to all banquet table sets (i.e. coffee breaks)
- Room Service (in room delivery) has been eliminated, indefinitely.
- Guests may obtain food and beverage through each restaurant To-Go. All To-Go orders will be in disposable or single use vessels. New procedures for our To-Go program will be issued.



ELECTROSTATIC
SPRAYER WITH
HOSPITAL-GRADE
DISINFECTANT



EMPLOYEE CONSIDERATIONS

- Fever Detection Systems have been ordered and will be implemented at the Hotels to monitor all associates entering work daily. Any member of our team who registers a fever will be asked to stay home for their safety and until their health is confirmed not to be a threat to others. As recommended by the Center for Disease Control (CDC), anyone entering with a fever of 100 degrees or higher shall be given a second screening, and sent home if a high temperature has been confirmed. Due to HIPAA compliance we will not maintain logs of anyone's temperature reading.
- We have implemented the use of Electrostatic Sanitation Sprayers in large shared spaces occupied by our guests and associates; this will include break rooms, locker rooms, etc.
- Masks and gloves will be required for all associates for a defined period in an effort to fully comply with orders of the State of Washington.
- Virtual internal meetings will continue, as needed. We will look for new ways to communicate that do not require large groups gatherings until it is safe to do so.
- All workstations are to be sanitized several times daily and at the end of each shift. It is important this include telephones, keyboards, desk tops and any shared surfaces.
- All tools and shared supplies (mops, vacuums, hammers, wrenches, spray bottles, etc.) are to be sanitized at the end of each shift, prior to another associate's use.
- Food service (provided buffets) in the associate break rooms have been suspended.

SPOTLIGHT: ELECTROSTATIC SPRAYERS

Cordless electrostatic spraying technology brings new, 360-degree, touchless disinfection and sanitizing capabilities to infection control experts, and reaches up to 3X more surfaces in the same amount of time it would take with today's buckets, rags, wipes or other infection control tools. The solution we will be using in our Davenport sprayers are 'purtabs' (epa reg no 71847-6-91524). these tabs kill bacteria, including the Coronavirus.





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SAFE SPACE 2020

Your wellbeing is our highest priority. Here's what we're doing to protect your health and peace-of-mind so you can focus on getting down to business.



Temperature checks will be available before entering the event.



Masks are required effective June 26th, per Washington's Governor Jay Inslee. All people within indoor public spaces must wear a face mask - we will provide masks to any attendee who would like one.



Hand sanitizer stations will be available throughout the event.



Electrostatic sprayers will be used to sanitize surfaces and chairs.



Social Distancing will be encourage with signage reminders and directionals throughout the hotel.



Indoor/outdoor spaces will be used as much as possible.



Larger aisle ways and one-way only aisles in the trade show, and appointment areas help manage traffic.



Education sessions will be set up to allow for ample space between chairs and around tables.



F&B will be provided in a no-contact way (i.e. pre-packaged food, no self-serve buffets).

SAFE + CLEAN PLAN



Temperature checks will be available before entering the event. The hotel has invested in temperature checking equipment that groups can utilize for their events. All hotel staff will be temperature checked daily prior to starting their shift. As more health measures become available, we will research their implementation.



Effective June 26th, 2020, Washington State Governor, Jay Inslee, issued an order requiring all people within indoor public spaces to wear face masks. We will make available high quality cotton masks for attendees of events.



No on site registration lines.

We will cut down contact while still coming together. We will have masks, gloves, hand sanitizer, sanitizing wipes, and other conference materials available upon request.



Hand sanitizer stations will be available throughout the event.

Hand sanitizer stations will be plentiful throughout the common areas and hotel staff will be wearing masks and gloves.



Electrostatic Sprayers with hospital grade disinfectant will be used in the indoor convention space.

We will have professional disinfectant electrostatic sprayers that will quickly disinfect the surfaces and neutralize germs in meeting rooms.



Social Distancing will be encourage with signage reminders throughout the hotel including areas around elevators, front desk and restaurants.



Indoor/outdoor spaces will be used as much as possible.

For as many receptions, education sessions and other breakouts during the programming, we will find creative ways to use indoor/outdoor spaces.



Larger aisle ways with dedicated travel lanes in the trade show and appointment areas help manage traffic.

This will keep attendees from bumping into each other or crowding in certain areas on the trade show floor.



Education sessions will be set up to allow for ample space between chairs.

The trade show floor and other spaces will have space markers for attendees to follow so they know an acceptable amount of space to leave in between each other.



F&B will be provided in a no-contact way (i.e. pre-packaged food, pre-packaged silverware, no self-serve buffets).

Our service staff will be serving while wearing gloves and masks.



Davenport Hotels follows the Safe Start Washington – Phased Reopening approach as directed by Governor Jay Inslee in collaboration with the Washington State Department of Health.

Find more info here:
www.governor.wa.gov



Are you concerned about flying?

Research has shown that there is very little risk of any communicable disease being transmitted on board an aircraft. Did you know that the quality of aircraft cabin air is carefully controlled? Ventilation rates provide a total change of air 20–30 times per hour. Most modern aircraft have recirculation systems, which recycle up to 50% of cabin air. The recirculated air is usually passed through HEPA (high-efficiency particulate air) filters, of the type used in hospital operating theatres and intensive care units, which trap dust particles, bacteria, fungi and viruses.

Find more info here:
bit.ly/flyinghealth

Davenport Hotels has been serving groups and conventions in Spokane since 1914. "In all things we hope to see you pleased our guests that they will be glad they come, sorry to leave and eager to return." Louis Davenport 1914 and Walt Worthy 2001

GIVE YOUR SUPPORT

As this unprecedented event continues, it's clear that there is a need to assist and bolster healthcare workers and community caregivers who are on the frontlines working to contain this disease. To that end, Marriott has established a 'Giving Platform' for Bonvoy Members who seek to aid in the urgent fight against the pandemic. Through Marriott's 'Giving Platform', Members can donate their Marriott Bonvoy points to relief organizations that are active in COVID-19 responses around the world, including the American Red Cross, International Federation of Red Cross and Red Crescent Societies, UNICEF and World Central Kitchen. Find out more here: giving.marriott.com

QUESTIONS & FURTHER INFORMATION

For the most updated information, please refer to Centers for Disease Control and Prevention (CDC), Spokane Regional Health Authority or the Governor's Office of Jay Inslee. For further questions about the precautions and limitations we have in place, please email us at info@thedavenporthotel.com.

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