INN AT BAY HARBOR

AUTOGRAPH COLLECTION® HOTELS

SAFETY & WELL-BEING STANDARDS

Our team has been diligently working to prepare for your arrival. We are committed to the safety and well-being of our guests, team, and community and want to share with you our operating procedures, developed to the highest standard of cleanliness and safety.

When visiting a public space, including the Inn at Bay Harbor, risk of being exposed to COVID-19 does exist. Understanding that no reasonable efforts can entirely wipe out possibilities of a virus being transmitted, we remain committed to taking every step to help protect the safety of our associates and guests.

GENERAL RESORT INFORMATION

• Face masks are not required at the resort, however, if you would be more comfortable wearing one, we respect and support your decision. If you would like a face mask, you may request one at the Reception Desk.

• All associates are engaging in ongoing COVID-19 safety and sanitization training.

• The resort maintains a rigorous cleaning schedule using the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization to treat known pathogens. In addition to our already high standard of cleaning, the frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces, such as door handles, elevator buttons, and public bathrooms.

• Hand sanitizing stations have been added throughout common areas.

ARRIVALS & DEPARTURES

• Guests can use the Marriott Bonvoy App to bypass the Reception Desk and use their phones to check-in, access their rooms via Mobile Key, and make special requests.

• It is preferred to send one person per family to check-in to the resort.

• Shuttle service is available for one traveling group at a time, with day-of reservations. The shuttle will be sanitized between each use.
For shuttle reservations, dial 4000.

• Guest folios are emailed upon departure so there is no need to visit the Reception Desk to complete the checkout process. A printed copy of a guest folio is available upon request.

• For guest convenience and to limit an exchange of cash, gratuity for bell staff and housekeeping may be added directly to guest folios. This option is available to you upon check-in or by dialing 0 from a guest room phone for assistance. Cash gratuities are still accepted.

HOUSEKEEPING

• To request stayover housekeeping services during your stay, please dial 4100 from your room.

• All surfaces in guest rooms are thoroughly cleaned with hospital-grade disinfectants and sprays.

• All items that are unable to be thoroughly sanitized, including magazines/ books, in-room guides, decorative pillows, and more, have been removed from guest rooms.

• In addition to our rigorous cleaning, guest rooms are supplied with sanitizing wipes. Wipes are non-flushable, so we kindly ask that wipes are disposed of in trash cans.

DINING

• The Sagamore Room is open for breakfast offering carryout, room delivery, and sit-down dining.
To order carryout or room delivery, dial 4058.

• Vintage Chophouse | Wine Bar is open for lunch and dinner offering carryout, curbside, room delivery, and sit-down dining. Reservations for sit-down dining are strongly recommended.
For reservations, dial 4051.
To order carryout, curbside, or room delivery, dial 4058 or visit dining.innatbayharbor.com.

• Vintage Chophouse | Wine Bar is also available for carryout beverage service from 11:30am-11pm, offering wine bottles, bottled beer, and cocktails to-go.

• All guest check books, and pens are wiped and sanitized after each use. Menus are available to view online, and when possible, printed menus are wiped and sanitized after each use.

• The Inn Cafe is open for dine-in and carryout pastries, sandwiches, soups, salads, and snacks. Choose from a selection of Starbucks coffee and espresso, plus an array of beverages and sundries.
For menu inquiries, dial 4066.

• Contact-free room delivery is available at the Inn.
To place an order, dial 4058.

• For Cottage guests, curbside service is available with pick-up in front of the Inn at Bay Harbor. Guests are encouraged to pay for orders over the phone or order online to limit cash transactions. It is encouraged for guests to open their trunk or side door to promote social distancing.
To place curbside orders, dial 4058 or visit dining.innatbayharbor.com.

• Hand sanitizer is provided to guests and associates in various locations throughout our dining establishments, including at the entrance of each of our outlet locations, point of sale terminals, and back of house areas.

• All food handlers and supervisors are trained on safe food preparation and service practices.

• Deep cleaning and sanitization is being conducted at scheduled intervals of all kitchen and bar equipment, surfaces, and prep stations.

If there is anything we can do to make your stay more enjoyable, please contact our Concierge for assistance. For any questions or concerns about your reservation, please call 855.583.3746.

All procedures and programming are subject to change based on guidance from the CDC, Michigan Department of Health and Human Services, and our local health department.