

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 new 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 team members and guests.

GENERAL RESORT INFORMATION

- All individuals ages 5+ who can medically tolerate a face mask are required to wear a mask over their nose and mouth in any indoor public space. This requirement applies to all indoor areas including lobbies, hallways, restrooms, restaurants, The Spa, shops, etc. Face masks must also be worn outdoors when unable to consistently maintain a distance of six feet or more from individuals who are not members of your household. If a face mask is needed, please request one at the Reception Desk.

Per Emergency Order, we cannot provide service or entry to a customer unless a face mask is worn.

- The resort has been thoroughly deep cleaned and sanitized and is maintaining 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.
- The health of our associates is a top priority and is being carefully monitored with daily temperature readings and health screenings.
- Appropriate personal protective equipment (PPE) will be worn by all team members in adherence with CDC guidelines and Executive Order. All team members are participating in ongoing COVID-19 safety and sanitization training.
- Signage has been placed in the lobby and public areas to remind all guests to maintain social distancing protocols and were appropriate, and floor decals are in place to provide guidance while waiting in lines.
- The outdoor hot tub is operating at 50% capacity per Emergency Order. For the enjoyment of all, hot tub seating cannot be saved and is available on a first-come, first-served basis.

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.
- A partition has been installed at the Reception Desk to provide an extra level of precaution for guests and associates.
- Shuttle service is temporarily paused at this time.
- 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

- In order to provide a superior level of cleaning and sanitization prior to arrival, and limit interaction between personal effects and our team, housekeeping will not be provided during stayovers. Please dispose of trash and linens outside your door, and our team will gladly replenish supplies and toiletries.
- 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 carryout and room delivery breakfast service. Indoor seating is suspended per Emergency Order through December 8.
To order carryout, dial 4058.
- Vintage Chophouse | Wine Bar is open for carryout and room delivery dinner service. Indoor seating is suspended per Emergency Order through December 8.
To order carryout, dial 4058.
- All printed menus, guest check books, and pens are wiped and sanitized after each use.
- The Inn Cafe is open for 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. Food and beverages are packaged in disposable containers, and guests will retrieve their delivery from their doorstep.
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 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.
- Appropriate personal protective equipment (PPE), such as face masks, will be worn by restaurant team members in accordance with CDC guidelines and Executive Order.
- When visiting any restaurant venue, a face mask must be worn at all times.
- 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.
- We have discontinued self-serve operations such as our coffee and water stations.
- 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.

FITNESS CENTER

- Face masks are required prior to and after your workout.
- We ask that guests utilize sanitizing wipes to disinfect equipment following use.

SPA

- Face masks are required for guests and treatment providers during spa services. If a mask is needed, it can be provided, based on availability.
- Appointment times for spa services are being staggered to reduce capacity within The Spa, locker areas, and relaxation room, and to allow for additional cleaning and sanitizing of all spaces.

For appointments, dial 4046.

- Each treatment room will 'rest' for a minimum of 15 minutes between appointments to allow for deep cleaning and sanitization of the room.
- Shared spa spaces and amenities are available to a limited number of guests on a first come, first served basis to ensure proper social distancing.
- Shared amenities in the spa lounges have been removed. Toiletry items and personal grooming products are available upon request.
- Water, coffee, and tea are available upon request in the relaxation rooms prior to spa services. Self-serve beverages are no longer available.
- If you are receiving a manicure service, it is requested to wash your hands ahead of your service.
- Please leave personal items in your room or vehicle as we will not be able to store these items for you.
- At this time, we are unable to offer a waiting room. Please arrive on time, and for body services, please plan to arrive no more than 10-minutes prior to your treatment.
- Spa retail purchases can also be placed by phone and picked-up from The Spa or via Curbside Service.

OUTDOOR ACTIVITIES

- The lakeside bonfire is available by request, please see Reception. Please practice social distancing while enjoying the fire.

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 and Executive Orders.