

LEDSON

— 150 YEARS OF TRADITION —

HOTEL & ZINA LOUNGE

HEALTH & SAFETY PROTOCOL

OUR COMMITMENT

At Ledson Hotel our primary goal is to care for your health, well-being, and peace of mind at every moment of your stay. We are closely monitoring government mandates, local and industry-specific protocols and Centers for Disease Control (CDC) hygiene standards to ensure the safety and well-being of our guests, colleagues, community and our own staff, as your health and safety is contingent upon theirs. And, we are committed to doing everything we can to make Ledson Hotel a respite when you visit.

CARING FOR OUR STAFF

The health, safety and peace of mind of our guests is wholly contingent upon the health of our staff in both front and back of house positions. We have gone to great lengths to ensure our entire team is healthy and well taken care of, so they can in turn take great care of you during your stay. This means daily temperature checks when employees report to work, required gloves and face masks, social distancing protocol in the kitchen, break rooms and offices, as well as one-way paths of travel and other measures to ensure our team is safe and healthy.

FRONT DESK CHECK-IN & CHECK-OUT

Our staff will only assist one guest or couple at a time. Signs have been added to ensure proper social distancing. We have temporarily removed water stations, magazines and other high-touch printed materials, all of which are now available upon request.

We have streamlined the check-in process to minimize contact, enabling guests to provide contact details, credit card information and charge authorizations prior to arrival. If a credit card swipe is necessary at check-in, it will be swiped directly by the guest and the terminal will be wiped before and after each use by the front desk staff.

Express check-out will be encouraged at the time of check-in and reminded with a text so the guest will not have to return to the lobby to process departure paperwork. An email folio with a summary of charges will be sent the night prior for the guest's review.

GUESTROOMS

We are taking extra steps to meticulously clean, sanitize and inspect each guestroom, while minimizing housekeeping staff presence.

All guestroom surfaces will be thoroughly cleaned with industry-grade disinfectants. Each room will then be thoroughly inspected per cleanliness standards by a housekeeping supervisor. Housekeeping staff will wear masks and single-use gloves at all times, and only one housekeeper at a time will be permitted to service each room only while rooms are vacant.

In addition to providing thoroughly cleaned and sanitized rooms, we have also removed most high-touch items such as magazines. All requested items such as linens and bath amenities will be delivered in pre-packed, sealed bags.