



sanitation + safety + wellness at boon

the health + safety of our staff + guests are our utmost priority. we are following strict guidelines issued by the cdc and government officials to the best of our ability. our protocols include (but are not limited to):

amenities

- **arrivals + departures + reception + concierge:** we will have contactless check-in. payments will all be processed electronically. arrival instructions and documentation will be provided via email or over the phone. guests will be required to complete an electronic covid19 screening and sign a waiver before arrival. final payment will be processed electronically and receipt will be sent via email after departure. please leave your key in the room and leave the door open with the screen door closed for ventilation. we will have a staff member at the poolside bar certain hours of the day that will be able to answer any questions you may have and provide recommendations.
- **pool + hot tub:** both the pool + hot tub will be open for use. sets of 2 pool loungers have been strategically placed around the pool and in the lawn. each guest room will be assigned 2 loungers that will be only theirs for the duration of their stay. *loungers and location will be randomly assigned and cannot be selected or changed. loungers cannot be moved from their current locations to ensure proper social distancing. thank you for your cooperation. due to space restrictions around the pool, sets of loungers will be available in the lawn for the junior queen and standard queen rooms.
 - spacing of loungers have been measured to be 6 feet or more apart. water chemistry is checked twice daily to maintain correct sanitation levels and handrails into pool + hot tub are sanitized every hour. when enjoying a dip in the pool, please remember to maintain a minimum of 6 feet from others that may be swimming. used pool towels are collected by staff wearing gloves, carried in a disposable bag and washed using warm water, soap and bleach.
- **glamping:** due to the shared bathroom facilities, we are only booking two tents at a time and each tent will have an assigned toilet, shower + sink. the exception is if you are traveling with someone who you are comfortable sharing bath facilities with, then tents bravo + charlie may be booked together. the tents do not come with two loungers by the pool because they have their own in the glamping lawn – but obviously you can still use the pool and hot tub for swimming + soaking. boonito camper is only available to reserve in conjunction with a room reservation to allow the guest in boonito to use the bathroom in the room.
- **poolside bar:** the poolside bar (aka honor bar) will be staffed certain hours of the day. we will gladly mix up a cocktail, grab a beer or soda out of the fridge, and open a bottle of wine for you. we also will be providing snacks, extra pool towels, buckets of ice and friendly conversation. guests will not be able to access the honor bar themselves at this time. before we head out for the day, we'll make sure you have everything you need for a relaxing evening.
 - all of our staff wear face coverings when on the property and interacting with guests, and wash hands frequently. all cocktail mixing equipment, ice buckets, glassware and surfaces are properly washed and sanitized after use.

- **in-room provisions:** the snack boxes have been removed from the rooms but snacks will be available to purchase at the poolside bar. beverages in the mini fridges have been removed but you're more than welcome to use the fridge for your own personal items + stock up with beverages purchased from the poolside bar. these fridges are sanitized between guests.
- **room refreshes:** boon housekeeping will not be performing daily room refreshes at this time. this ensures that the rooms remain uncontaminated by anyone else other than yourselves for the duration of your stay. if fresh towels or linens are needed, please place dirtied items outside of the front door and let reception know. we will bring clean items and set them on the table in front of the door.
 - all of our staff wear face covering when collecting and performing laundry duties. gloves are worn when handling and collecting the laundry bags. all laundry is washed with warm water, soap and bleach after each use. in the unfortunate event a maintenance emergency should arise, masks and gloves will be worn by maintenance staff before entering the room. any and all touched surfaces will be immediately sanitized. if we are able to accommodate, you may be moved to a sanitized room.
- **beach cruisers:** our beach cruiser bicycles are available for guest use. please use the provided disinfectant to sanitize handles + seats of any bike you touch, before and after your ride.
- **spa:** our spa will remain closed for massages until further notice.

dining

- we will be offering our regular breakfast service each morning delivered right out outside of your door from 8:30-10am. start your day off right with a local pastry + delicious coffee in your cozy bed.
 - all of our staff wear face coverings and gloves when preparing and delivering the breakfast trays and wash hands frequently. all dishes and trays are properly washed and sanitized after each use. single use accoutrements will be provided.
- our sister restaurants, boon eat + drink & brot modern german, have combined forces and are offering inside dining at boon, outside dining in the boon garden and takeout wednesday, thursday, friday from 4pm-8pm. saturday and sunday 12-8pm. for takeout call or order online.
 - 707.869.0780 | order boon/brot online @ orderstart.com/booneatdrink
- el barrio is offering craft cocktails, tamales and chips + salsa for inside dining and takeout friday 3pm-9pm, saturday 2pm-9pm and sunday 12pm-5pm. place your takeout order online for pickup.
 - order el barrio online @ app.upserve.com/s/el-barrio-guerneville

cleaning

- **products:**
 - boon hotel + spa uses epa approved cleaning and disinfecting products that are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens.
- **guest rooms:**
 - housekeeping does not enter guest rooms during a stay, unless by special circumstances (if possible).
 - clean gloves and face coverings are worn when cleaning rooms and are changed between each room.
 - gloves are worn when handling soiled items and are changed often, along with regular hand washing with warm water and soap

- guest rooms are cleaned with epa approved cleaning and disinfecting products, paying particular attention to high-touch surfaces + items, including keys, keychains, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, light switches, heater control panels, luggage racks, counters and flooring.
 - dishes, glassware, bottles and trays are all properly washed with high temperature water and sanitized after each use.
 - bath product bottles are properly sanitized after each use.
 - rooms are left vacant for 24-72 hours prior to or after cleaning (if possible)
 - in the case of a presumptive covid19 positive guest, the guest's room is removed from service and quarantined; the guest room is not returned to service until the case is confirmed or cleared. in the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable).
- **laundry:**
 - face coverings are worn when performing laundry duties and when in the vicinity of clean laundry.
 - all bed linens, towels and laundry are washed with detergent and bleach at high temperature in accordance to cdc guidelines.
 - dirty laundry is bagged/contained in the room, to eliminate excess contact while transporting, and removed before clean linens are brought in.
 - gloves are worn when handling soiled items and are changed often, along with regular hand washing with warm water and soap.
 - **dishware:**
 - all of our staff wear face coverings when handling cutlery, dishes, trays, etc and wash hands frequently.
 - all dishware, cutlery, trays, etc are properly washed with hot water + soap and sanitized after each use.
 - gloves are worn when handling soiled items and taken immediately to be washed.
 - **public spaces + communal areas:**
 - the frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front gate handle, counters, door handles, gate latches and stair handrails.
 - **back of house:**
 - the frequency of cleaning and sanitizing has been increased in high traffic back of house areas with an emphasis on entrances, employee restrooms, offices, kitchens and designated employee areas..

guest considerations

- boon hotel + spa requests that guests wash their hands frequently with warm water and soap or use hand sanitizer before and after touching any surfaces in common areas, handrails, door + gate handles.
- please wear face coverings when entering + exiting the property, when communicating with other guests + staff and when ordering from the poolside bar.
- if a face covering is not worn outside your room, please remember to remain a minimum of 6 feet apart from others.
- when swimming in the pool + soaking in the hot tub, please remember to remain a minimum of 6 feet apart from others.
- no more than 4 people in the hot tub at a time. if a 6 foot distance is not feasible in the hot tub, please wait until someone exits the tub before entering.

employee considerations

- employees are educated on covid-19 and all guest protocols + procedures.
- employees have been educated on proper hand cleaning practices and follow guidelines after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- employees wear appropriate ppe in accordance with state or local regulations. masks and gloves have been provided to employees when appropriate/required.
- staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas)
- employees perform a wellness check and record temperature before the start of their shift.
- employees are asked to not come to work if feeling ill.