



## Hotel Guest COVID-19 Policies

- Guests must observe social distancing and maintain at least 6 ft. distance from other guests and hotel employees.
- Gatherings or parties in guest rooms and suites is strictly not permitted and will result in an immediate eviction from the hotel.
- Elevator capacity is limited to one guest or one party traveling together.
- A face mask is required at all times and please use the hand sanitizer stations throughout the hotel.
- All guests and visitors who enter the hotel must take a thermal temperature scan prior to entering the building, read the COVID-19 information and use hand sanitizer.
- Guests who are experiencing symptoms related to COVID-19 are asked to report it to hotel staff immediately and will have to checkout of the hotel so that proper precautions may be taken to safeguard the health of others.
- Guests may request to have their room cleaned by dialing the Front Desk at extension "0". Cleaning service will not be provided unless requested and the room must be vacant at the time of service. Housekeeping service is by request only.
- Outside alcohol not permitted and subject to confiscation.

## Tropicana Pool COVID-19 Policies

- Please see the Tropicana host who will seat you at an available pool lounge chair.
- You must wear a face mask to enter the pool area. You may remove your mask when swimming or consuming food and beverage. Face masks are highly recommended when lounging.
- Congregating on other lounge chairs is not permitted and will be strictly enforced.
- Masks are required when walking around the pool and when interacting with hotel employees.
- Access to the pool and pool lounge chairs is limited to registered hotel guests. Hotel guests are limited to a maximum of 2 registered guests per room.
- Guests must have a wristband on to enter the pool and must wear a wristband while at the pool. One wristband per guest. If the wristband is misplaced it will not be replaced.
- Leaving personal items on pool lounge chairs that are not reserved is not permitted and will be subject to removal and placed in lost and found.



- You may only access the pool until 11am on your day of departure. If you are using a lounge chair, you will be asked to leave by 11am.
- Pool lounge chairs are reserved for hotel guests on a first come first serve basis.
- If a pool lounge chair is unattended for more than 30 minutes it will be considered vacated and prepared for another guest.
- Outside food and beverage is not permitted.
- For the safety of all guests, glassware is not permitted anywhere at the pool.
- All food and beverage must be consumed at the pool lounge chair. Please do not bring drinks into the pool or leave drinks on the side of the pool.
- The hotel will not process cash transactions and only credit card and room charge transactions will be permissible during this time. A credit card must be provided for hotel guest checks that exceed \$250.
- Lying or sitting on the pool deck is not permitted.
- Swimwear is permitted in the pool area only. All guests entering the hotel must wear appropriate attire including shorts/pants/dress, shirt and shoes.
- We have a no-smoking policy in Tropicana Pool and Café. See an attendant for directions to the designated smoking area.
- The hotel is not responsible for personal belongings.

Guests who violate these rules will be in violation of the state of California and Los Angeles County rules and guidelines during COVID-19. Any violation will be subject to eviction from the pool and the hotel.

**Employees have the Right to Refuse Service for any violation of these rules.**

Upon your arrival, a copy of this waiver will be placed in your welcome kit. Please inform Guest Services if you have any questions regarding the policies outlined above.