Commitment to Cleanliness

Since its inception in 2016 The Robey has strived to put a positive guest experience before anything else. Today more than ever, we are committed to maintaining the satisfaction and safety of all our guests and team members. We promise to put a visible emphasis on the standards of cleanliness within our hotel.

To achieve this on a daily basis, we have created a Safety Committee responsible for training team members and implementing safety measures. In addition, we are closely monitoring the Centers for Disease Control and Prevention’s recommendations regarding COVID-19, and will continue to follow their guidelines, as well as those from local health officials.
GUEST ARRIVAL

• Self-parking is currently available to all guests. Valet parking has been suspended for the health and safety of our staff and guests.
• All guests will be asked to ‘Agree’ on arrival to sign affidavit stating that they have not tested positive to COVID-19, have not recently been exposed to anyone who has tested positive to COVID-19, and have not experienced any recent symptoms.

FRONT DESK

• Physical distancing requirements will be indicated on the floor and with the use of stanchions (6ft apart)
• Protective barrier is installed at the front desk.
• Guests will swipe their own credit card or may submit a credit card authorization form prior to arrival.
• Hand sanitation station will be available.
• All room keys will be sterilized between each use.
• High-touch surfaces/items such as pens will be disinfected frequently.
PUBLIC AREAS

- High-touch surfaces such as door handles, elevator buttons, and handrails will be disinfected frequently.
- Motion censored hand sanitizer will be available.
- Elevator etiquette signage will be posted to promote physical distancing.
- Guests are encouraged to social distance while in public areas (minimum of 6ft apart)

GUEST ROOMS

- All chemicals, cleaning products, PPE and equipment used must be hospital grade and proven to prevent the spread of contamination, and/or disinfect and kill viruses, bacteria and diseases
- All guest rooms will be equipped with one sanitation kit that includes: face mask, pair of latex gloves and disinfectant gel. Additional kits available for purchase.
- Daily housekeeping and turndown service will be available upon request only between 8am-4pm.
- All excess collateral will be removed for the time being (throw blankets, magazines, menus, etc)
GUEST ROOMS cont.

- Several rooms will be placed out of order per floor to minimize guest contact whenever possible
- When possible a minimum of 24 hours will pass between each new guest enters room
- UV Coated Door Tag will be placed on all doors after guest room has been disinfected and inspected by housekeeping manager.

IN ROOM DINING

- QR Code will be available to view in-room dining menu from your personal phone.
- Single use paper menus will be available upon request.
- Delivery will be contact-free in a secured container.
RESTAURANTS & BARS

• Tables will be arranged to maximize space between them while accommodating approved occupancy levels. Planters will be used to promote physical distancing.
• Eco friendly to-go boxes will be available
• Contactless menu options will be available via QR code. Single use paper menus will be available upon request only.
• Single use utensils, straws, and salt + pepper packets will be available upon request.

POOL

• CURRENTLY CLOSED. Availability of the pool at Cabana Club will be determined by local and state government officials, and can change at any time. The Robey will monitor these guidelines.
TEAM MEMBER SAFETY

• All team members will have their temperature taken upon arrival by a manager on duty.
• Team members will be required to wear compliant face covering as part of their uniform.
• All Robey team members will receive increased comprehensive safety, health, and hygiene training.
• Hand sanitation stations will be available in staff-only areas.
• Team members are required to socially distance in all staff-only areas.