



## Endeavoring to Provide A Healthier Stay at Cavallo Point

Our highest priority is always the health and safety of our valued guests and our employees. In compliance with the most current guidelines of the Centers for Disease Control and Prevention (CDC) and local health officials, Cavallo Point has adopted additional health and safety measures as part of our [Safe Stay Commitment](#) to guest service. With the goal to provide a guest experience that is both healthful and exceptionally rewarding, we need your assistance and cooperation in following our protocols for guest conduct during your stay with us, which include maintaining social distancing and wearing masks in all public areas.

We appreciate your understanding and acknowledgment that when you travel away from your home, we are not able to guarantee that these measures will be sufficient to fully assure your health because of uncertainties surrounding COVID-19. Your agreement to observe these protocols, along with other guests and our staff doing their parts, will help support your health and safety, as well as that of our other guests and our employees.

Both [Marin County](#) and the [State of California](#) have recently adopted "stay-home" orders. Cavallo Point is currently accepting only guests who are traveling to support critical infrastructure or other purposes allowed under these governmental health orders. If you are making a reservation to stay with us, you are acknowledging that you understand this limitation and that you will be staying with us under the terms of Essential Travel.

# **Guest Conduct at Cavallo Point to Support the Health of All Guests & Employees During COVID-19**

## **Review Your Guest Questionnaire**

We ask that you please carefully review your Guest Questionnaire prior to your arrival as these questions will be important for your stay with us. You will receive this by email approximately 48 hours before your planned stay.

## **Take Your Temperature Within 24 Hours of Your Stay**

Within 24 hours of your stay, we ask that you take your temperature. If you have come in contact with someone who has tested positive for COVID-19, or if you are experiencing any COVID-19 symptoms, such as fever at or above 100.4° F, cough, shortness of breath, loss of taste and smell, chills, sore throat or other symptoms associated with COVID-19 or any other illness, we ask that you contact us to confidentially discuss by phone your situation at any time before your arrival. This will allow us to help you determine if it is safe for you to travel to Cavallo Point at this time, or if it is necessary to either reschedule your stay or fully refund your deposit.

## **Guests Displaying Symptoms Consistent with COVID-19**

It is important to note, that for the safety of our guests and our employees, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should a positive COVID-19 diagnosis be received, we will request that you check out and we will refund the balance of your stay.

## **Wear a Mask at all Times in Public Areas**

If you do not have your own mask, we will provide one to you at check-in. In accordance with California's health and safety rules, we ask that you wear a mask at all times in public areas.

## **Hand Washing & Sanitizers**

In addition to hand sanitizers placed throughout the property, there will be hand sanitizers in your guestroom. We ask that you please wash your hands frequently and use the hand sanitizers as appropriate.

## **Social Distancing in Public Areas**

We ask that you observe and respect appropriate social distancing at a minimum of 6 feet from others not in your guest party at all times in public areas. If this is not possible, then we ask that you limit any closer contact to less than 10 minute intervals.

*We sincerely thank you for your support and cooperation to ensure a safer and more enjoyable stay!*