



Royal Palms Resort and Spa is excited to welcome you back. Every member of our team has chosen the career of hospitality because they truly enjoy finding ways to create extraordinary, unforgettable experiences. Everyone here is overjoyed to be able to bring our passion back while committing to the safety and wellbeing of everyone around us.

The safety and security of our colleagues, guests, and customers is always a top priority. Guided by our purpose – to care for people so they can be their best – and following medical expert guidance to help reduce the spread of COVID-19. Face coverings are required within indoor public areas, which include meetings and events spaces, restaurants and bars, and fitness centers.

Some specific health and safety measures currently in place at Royal Palms Resort and Spa include:

- Colleague certification, trainings and recertification process for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Sanitization of guest keys prior to dispensing
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Temperature checks, protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas across hotel property

Additionally, we would like to provide you with an update on a number of hotel services and operations:

Arrivals & Departures

If you will be parking a car, upon arrival, please park in the front of the hotel for check in and luggage assistance. Convenient self-parking is available; team members and signage will guide you. A parking permit will be provided. Overnight self-parking is \$18.00 per night.

If you have the World of Hyatt App on your phone, you may use it to check in and go straight to your room with mobile entry access. You may check out on-line, on your guestroom TV, on the World of Hyatt App, or at the front desk.

Housekeeping

At this time, we appreciate our guests may prefer the opportunity to limit potential contact points with others in their space. As such, Royal Palms Resort and Spa is adjusting to provide service only at your request. Please know that periodic safety and wellbeing checks in guestrooms will still occur. Should you prefer for our staff to conduct cleaning service, please share your preferences upon arrival and we will schedule accordingly.

- Linen exchange will occur if you are staying more than 4 nights, unless you request otherwise. Please call the front desk or text us at 602-833-0227 for fresh towels, linen or any other amenities.

- If you return while housekeeping is still in your room, the attendant will respect your privacy and leave.

Guest room mini bars have been removed. In its place, we've created a personalized snack and beverage menu that can be viewed on guest room TVs and conveniently delivered to your room. You are welcome to utilize the fridge for your personal storage needs.

All menus and other printed material have been removed for your protection and are posted on our hotel directory on your TV.

Dining

T. Cook's is available for dine-in, carryout or delivery service for breakfast Monday – Friday from 7am – 10:30am, Saturday – Sunday from 7am – 1:30pm, brunch is available Saturday – Sunday, and dinner is available Wednesday – Sunday from 5:30pm – 9:30pm.

To ensure proper spacing in the dining room, dinner reservations are required. You may also make reservations on-line at <https://www.royalpalmshotel.com/tcooks/>. Indoor and patio space seating has been reduced to allow for at least six feet between each seated group.

Poolside **Cabana Café** is also open for refreshing cocktails and appetizers from 10am – 5pm daily. Lounge chairs and seating is spaced out to be socially distant between guests. At this time we do not allow any congregation of parties of 10 people or more.

The **pool** is open 8am – 10pm. Pool furniture has been reduced to ensure proper physical distancing. Guests will not be able to leave personal items on the chaise loungers to reserve them. Cabanas and daybeds are available for rent.

To dine in the comfort of your room, **In-Room Dining** is available from 8am – 9pm with non-contact delivery and environmentally friendly to-go ware. The menu can be viewed on your guest room TV.

MixUp Bar will be open serving cocktails and snacks from 4pm – 10pm daily. Join us for Happy Hour Monday – Friday from 4pm – 6pm and Sunday 4pm – 10pm. Live Music entertainment every Friday and Saturday from 6pm – 9pm.

Wellness

Online reservations are available for custom massages and facials. For those looking for more, allow us to assist you in preparing a personalized spa ritual for the day. Plan an immersive experience customized just for you to ensure the most restorative experience possible. All complete with indoor and outdoor relaxation areas and pool access.

Alvadora Spa is open from 9am – 5pm, Thursday through Sunday. Please call 602-977-6400 or go to the link below to book your spa experience.

<https://rprs85018.na.book4time.com/onlinebooking/SpaMenu.aspx>

We recognize maintaining a regular fitness and exercise routine is often an integral part of our guests' stay, however due to the most recent ordinance, our **fitness center** will be open by appointment with a maximum occupancy of 1 person or 2 people from the same household at a time. We do have 2 levels that can be reserved at the front desk.

Guests staying at the resort will also have access to assorted personal training equipment that can be delivered to their rooms. Each piece of equipment is thoroughly sanitized prior to delivery ensuring the safety and well being of our guests.

Individual yoga and tai chi classes are bookable by appointment at \$100 per session. To ensure availability, please contact us at least 1 day prior to your preferred date. Additionally, we are happy to provide recommendations for our favorite **hiking and jogging paths** as well as **adventure trips**. We also have **bean bag toss, badminton and bocce games** available for pickup from the front desk.

We want you to feel confident in the care we are providing, and we want to reiterate that your safety and wellbeing remain our highest priority.

If you have any questions about your reservation or our offerings, please contact us directly by phone at 602-283-1234, via text at 602-833-0227, or via email at UB.Royal.Palms@royalpalmshotel.com.

From your room, you may reach the front desk at extension 0.

The above procedures and modified programming are subject to change based on guidance from the CDC and Arizona state laws.