

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.

At Hyatt, the safety and security of our colleagues and guests 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, beginning Monday, July 27, all Hyatt hotels in the U.S. and Canada require face coverings within indoor and outdoor public areas, which include restaurants and bars, and fitness centers. For more details, click [here](#).

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

Please Let Us Know If:

- **You would like to opt in to daily housekeeping services during your stay.**
- **You would like to make a reservation for our restaurant T-Cook's.**
- **You would like to reserve a Cabana or Daybed for a day during you stay.**
- **You would like a spa appointment.**

For more information you can read below or contact us through the text line at 602-833-0227 if you have any questions or would prefer text correspondence to email.

Here are various updates on a number of hotel services and operations:

Arrivals & Departures

- If you will be parking a car:
 - Convenient self-parking and valet parking are available; team members and signage will guide you. A parking permit will be provided for self parking. Overnight self-parking is \$18.00 per night. Valet parking is at \$33.00 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 four 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 have 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. If you need the items to be refrigerated at a certain degree, please let us know and we will be happy to bring you an additional refrigerator to the room.

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 and lunch Monday through Friday, Saturday and Sunday brunch and dinner daily; contact us or check on-line for available dates and times. To ensure proper spacing in the dining room, dinner reservations are required. **Please let us know if we may assist you with a reservation.** You may also make reservations on-line at <https://www.royalpalmshotel.com/tcooks/>.

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. The **pool** is open 8am to 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. Only registered guests are allowed to enter the pool.

Cabanas and daybeds are available for rent. **Please let us know if we may help reserve either for you. Short term bookings may not be available**

To dine in the comfort of your room, **In-Room Dining** is available from 730am - 930pm The menu can be viewed on your guest room TV or by texting "Menu" to 602-833-0227

MixUp Bar will be open serving cocktails and snacks from 2pm until 10pm daily. Join us for Happy Hour Monday- Friday from 4pm-6pm and Sunday 4pm-10pm. Live Music every Friday and Saturday from 6pm-9pm

Become a spirit expert with our resident Mixologist at Mix-Up Bar + Lounge. Please schedule with the Front Desk.

Wellness

Online reservations are available for custom massages, facials and nail services. 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 9:00am-5:00pm, Thursday through Sunday and Monday 9:00am to 2:00pm. Please call 602-977-6400 or go to the link below to book your spa experience. **Please note appointments have to be booked a week to two weeks in advance as spa experiences high demand.** <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 with a maximum occupancy of 2 people a time. We do have 2 levels available for guest use.

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 wellbeing of our guests.

Additionally, **wellness on demand** is available on your guestroom TV, including fitness videos from Exhale and meditations from Headspace.

Complimentary bike rentals are available at the front desk for in house guests.

Complimentary yoga classes are offered Saturdays at 9am. Please meet at the spa by 8:55am to participate. 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 Reservations@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.