



# HOTEL ARISTA®

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CityGate Hospitality's Infection Control Protocol for guests and staff of  
Hotel Arista and ancillary properties at the CityGate campus

*CityGate Hospitality strives to maximize the guest experience by sharing service standards across the entities we manage at the CityGate campus in Naperville. In 2020, that promise takes on a greater meaning. As the early months of 2020 have taught us, we are all connected. We are in this together!*

*As the hospitality industry looks at future operations, we at CityGate Hospitality are at the forefront of developing a new guest experience: One that offers the service and quality you've come to expect from us, with added assurance that health and safety are an utmost priority. In addition to a welcoming staff following enhanced safety guidelines, here's what you can expect at your next visit to Hotel Arista and the CityGate campus.*



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# Pre-Arrival and During Stay



# Pre-Arrival and During Stay

- **Communication** – pre-arrival email will discourage handshaking, and remind hotel guests about social distancing, staying home if ill/in room if become ill. A COVID 19 Disclosure has been prepared to relay to guests who call in to make phone reservations.
- **Hotel capacity** – **Some guest rooms** will be strategically removed from service to ensure proper distancing on the guest room floors.
- **Common area social distancing, high-touch and hard surfaces** –Lobbies/reception areas, lounge areas, elevators cleaned and disinfected throughout the day. Bell carts, if needed, will be sanitized after each use. Areas where lines frequently form will be marked in six-foot increments for appropriate social distancing.
- **Respiratory etiquette and hand hygiene** – Hand sanitizer stations will be located throughout the campus; face masks will be available upon request.
- **Health screening desk** – Upon arrival and prior to check in, guests are obliged to visit the health screening desk located in the lobby to have their temperature taken (touchless) and to receive a mask if needed, along with completing an affidavit certifying their clean health. Those who decline the screening or have a fever (100-degrees F or above) will not be permitted to check in.
- **Check-in** -- Touchless credit card processing via EMV chip card readers with Apple Pay/Google Pay capability have been added to select outlets. A plexiglass partition has been installed for the protection of hotel guests and associates.
- **Elevators** – Capacity limits will be posted to adhere to social distancing: Guests not travelling together will be limited to a maximum of three unrelated guests per elevator
- **Valet parking** – Valet parking is suspended for the safety of hotel guests & staff; guests will have access to the covered, self-park garage.
- **Hotel transportation** – Hotel-provided shuttle service is suspended for the safety of hotel guests & staff.
- **Luggage storage** – Social distancing will be employed in the transfer of stored luggage; electronic claim tickets will be issued.

# Guest Rooms

- **Enhanced cleaning & sanitation** – Guest rooms receive enhanced cleaning and sanitation after each guest departure.
- **High-touch and hard surfaces** – Special care is paid to hard-surface furniture and hardware, TV remote, telephone, tables, doorknobs, light switches, alarm clocks, countertops, toilets and sinks will be cleaned and sanitized for each visit.
- **Soft surfaces** – Several items have been removed from guest rooms to increase guest safety; carpeting is routinely deep cleaned on a rotating basis.
- **Linens** – All linens, including duvet insert and cover, bathrobe, sheets, pillowcases and towels will continue to be freshly laundered for each new guest.

# Meeting Rooms

- **Social distancing** – Our room configurations, whether auditorium-style seating, classroom-style tables or round tables, will place seating to observe the CDC's 6-foot social distancing recommendation. For example, a round table that previously would accommodate 10 guests will be set for two, and other table configurations one person every six feet.
- **Sanitizer and disinfectant wipes** – Hand sanitizer stations and disinfectant wipes will be available throughout.
- **Reusable/high touch surfaces** – Items such as pens, furniture hardware and doorknobs will be wiped with disinfectant several times per day between uses or sessions.
- **Beverage service** – Water and other beverages will be single-serve versus a beverage station.
- **Food service:**
  - **Table service** – Buffet dining will be replaced by gloved table service by staff employing enhanced safety protocols.
  - **Menus** – When menus are needed, they will be one-time-use disposable.
  - **Kitchen** – Chefs and kitchen staff will wear PPE/gloves & masks.

# Technology

- **Videoconferencing** – Working with our established A/V partner, Novatoo Inc., we can offer a professional live-streaming experience for your meetings and conferences:
  - Broadcast to any platform including your company server
  - Professional experienced staff
  - Production design and assistance
  - Set design and construction
  - Isolated camera recording for later editing
  - Video editing and set design
  - Staff is trained in NO-CONTACT protocols for broadcast, safe for on-site participants



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# Around Campus

Staff at our CityGate Hospitality restaurants – CityGate Grille, Che Figata, Zorba Cocktail Bar, Tap In Pub, Lavazza and Kafenio – along with those at Arista Spa & Salon and Olympus Executive Fitness Center will follow enhanced safety protocols



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# Food & Beverage: Restaurants

- **Food service** – Gloved table service and social distanced carryout presented by staff employing enhanced safety protocols.
- **Menus** – Disposable, paper menus will replace our current hard-cover, bound menus where applicable.
- **Kitchen** – Chefs and kitchen staff will wear PPE/gloves & masks; stations have been redesigned to increase space among kitchen staff, and menus reworked to include only items requiring fewer cooks in the kitchen.
- **Capacity** – Seating/table placement in banquet rooms and restaurants will adhere to social distancing guidelines.
- **Payment** – Credit card readers will be wiped down with individual cards sanitized and returned wrapped in receipt; at some outlets Apple Pay will be an option. Take-out guests will enjoy the ability to pay online via our ecommerce portals for a touch-free experience.
- **Patio dining** – Expansive patio dining, including covered dining for inclement weather, will be available on the campus.

# Spa & Fitness

- **Locker rooms, steam rooms & saunas** – Will be cleaned with an EPA-approved disinfectant
- **High-touch and hard surfaces** – Will be cleaned with an EPA-approved disinfectant throughout the day with increased frequency.
- **Spa equipment and tools** – Will be cleaned and disinfected between guests.
- **Fitness equipment** – Disinfectant wipes will be provided and displayed for guest use prior to and after use. Staff will sanitize equipment on an increased basis.
- **Treatments** – Providers will use gloves/PPE when providing nail, esthetics, massage and hair services. Hands will be washed at the start and end of each treatment.

Questions? Contact us at 630-579-4100

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