

YOUR WELL-BEING IS OUR FOCUS

We are excited to see you, serve you and aim to exceed your expectations once again.

Life at the UCLA Lake Arrowhead Lodge is amplified by the conference goers and meeting attendees who visit us each year, the zeal for learning and networking that comes with such events and the lasting memories, friendships and connections that result.

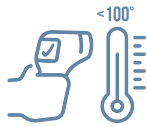
We appreciate the work that meeting planners do and the added precautions you're taking and seeking when planning events for groups of any size.

As we get back to doing what we do best — taking care of people and helping them create lasting memories — we're proceeding with new and measured considerations in mind, expanded health protocols and heightened hygiene standards.

Implementing these steps is important as we navigate the times ahead and the wonderful moments that will come.

After all, our most joyous times include you.

15 WAYS WE'RE MAKING YOUR TIME WITH US SAFER AND PROVIDING PEACE OF MIND.*



TEMPERATURE CHECKS

All guests are required to have their temperature taken prior to check-in. Any guest with temperatures exceeding 100° F will not be permitted to remain on-site and will be given a full refund.



HAND SANITIZING MADE EASY

For your convenience, dispensers are located throughout the lodge. Guests will be required to use hand sanitizer before high-touch activities, such as check-in, dining and using meeting room space.



DAILY HEALTH SURVEY

All employees are required to complete this survey prior to coming to work. If an employee experiences any symptoms of illness they are to stay home.



FREQUENT CLEANING WITH UCLA HEALTH APPROVED PRODUCTS

From guest rooms, meeting rooms and food service areas to work spaces and high-touch surfaces like door handles, countertops, water faucets, shower handles, restroom doors, water-filling stations, to name a few, our team is sanitizing and sterilizing around-the-clock.



MANDATORY FACE COVERINGS

All individuals are required to wear a face covering in public areas where it is likely that they will come in contact with other individuals (not including while eating). If an attendee does not have a face covering, a face mask will be provided.



HOUSEKEEPING WILL NOT ENTER OCCUPIED ROOMS

Attendants will not enter your room at any time during your stay. Prior to your arrival, your room will be supplied with sufficient amenities. Additional pre-requested items such as linens, will be left outside your room. Rooms are safely and thoroughly sanitized and disinfected between guests.



PROMOTING PHYSICAL DISTANCING

A minimum distance of six feet between individuals is to be maintained, including at the pool.



HANDS-FREE MEETING ROOM ENTRY/EXIT

Doors are propped open throughout sessions to promote touch-free movement in and out of spaces.



MODIFIED MEAL SERVICE

All buffet and self-serve style events are suspended and all meals and beverages will be served take-out style by gloved and masked dining attendants. All break-time snacks will be individually served.



REMOTE CHECK-OUT

Quick, easy and contact-free. Simply call the front desk by dialing 0 from your guest room phone. Please leave your key card in your room.



SEATING CAPACITY

Occupancy levels reviewed on a case-by-case basis to ensure compliance with municipal, state and CDC guidelines.



CASHLESS TRANSACTIONS

For safety, payments received by credit or debit card only.



PENS AND NOTEPADS

Conference spaces are free of traditionally supplied writing amenities. Guests are encouraged to bring their own supplies.



NO OUTSIDE FOOD OR BEVERAGE

Strictly enforced, per UC policy. Required medical items and baby formula excluded.



HYDRATION

Individual water bottles will be provided to guests.

*Please note, all safety protocols are subject to San Bernardino County and CDC recommendations.

ALL DEPARTMENTS

GENERAL OFFICE DISINFECTING

All on-site office staff must comply with the following disinfecting instructions at the beginning and end of their use of work and common spaces, and at appropriate intervals during use:

- Use disinfectant spray bottles and/or sanitizing wipes to sanitize/disinfect high touch surfaces (i.e. office door handles, time clock, workstations, to include, but not limited to phone, headset, keyboard, monitor, mouse, desk, file drawers and any other equipment that are used frequently.)
- Use disinfectant spray bottles and/or sanitizing wipes to sanitize/disinfect break room area, to include, but not limited to copiers, microwaves, cabinet handles, toasters/toaster oven, faucet, refrigerator door handles, vending machines, water coolers, tabletops, door handles. Common machines should be sanitized before and after each use.

GENERAL EMPLOYEE INTERACTION

- All on-site employees are to maintain proper physical distancing of at least 6 feet between another individual to help mitigate the potential spread of COVID-19.
- All on-site employees are to wear facial coverings when in the facility.
- Doors will be propped open wherever doing so does not present a security risk or privacy concern.
- Meetings will be held via web conference when at all possible, and chairs will be removed from meeting rooms to ensure that there is six feet separation between each.

DAILY HEALTH SURVEY

All employees are required to complete the daily health surveys.

- An email clearing an employee to work will be forwarded to the supervisor.
- If an employee experiences any symptoms and/or indicates on the survey they are experiencing symptoms, the employee is not to report to work and to follow the prompts given to them by the survey.

HOUSEKEEPING

GUEST ROOMS

Room attendants will not enter any occupied guest rooms. After a room has been vacated, the room may not be accessed for two to 48 hours, depending on occupancy levels. After the waiting period, the room attendant must do the following:

- Wear all PPE provided (i.e. gloves, eye protection, gowns, shoe protection.)
- Gloves must be changed after every room.
- All linens and towels will be removed regardless if used or not.
- The cleaning products used will be the UCLA Health approved chemicals for disinfecting.
- While inspecting rooms, supervisors/management will wear PPE at all times.

HOUSEKEEPING CONTINUED

PUBLIC AREAS

Public area employees must wear gloves and masks at all times. Additional to their normal job duties, public area will be disinfecting all door handles, restroom doors and house phones. Hand sanitizing stations will be setup on all public areas. They will be checked periodically throughout the day.

FRONT OFFICE AND RESERVATIONS

GENERAL GUEST INTERACTION

- All guests are required to have their temperature taken prior to check-in. Any guest with temperatures exceeding 100° F will not be permitted to remain on-site and will be given a full refund.
- Guests are required to wear a face covering when they enter the lobby.
- If a signature is required, all pens will be sanitized in between guest interactions.
- Hand sanitizing stations are located throughout the main building, including meeting rooms and common areas.
- Mandatory use of masks and gloves for team members during guests' exchange of paperwork.
- Guests will be highly encouraged to check out over the phone instead of in person at the front desk.
- Guests will be pre-registered prior to arrival to minimize in-person interaction.
- Public health and safety information are posted at entrance.
- All in-person guests' transactions are cashless.

GENERAL FRONT DESK AREA

Will use disinfectant spray bottles and/or sanitizing wipes to sanitize/disinfect front office door-handles, time clock, workstations, to include, but not limited to phone, headset, keyboard, monitor, mouse, desk, file drawers and any other "high-touch" areas.

MAINTENANCE

MAINTENANCE MECHANICS

- Will wear face coverings at all times.
- Will maintain 6-foot distance between themselves and other individuals.
- Wash hands frequently.
- Will sanitize and maintain a clean working environment frequently in the maintenance shop.

GUEST MAINTENANCE REQUESTS

- Will wear gloves at all times when responding to a maintenance request.
- Entering occupied rooms will be handled on a case by case instance.
- Most guest requests should be responded to when the guest is out of the room.
- If a guest request requires response at a time when the guest is in the room, social distancing protocols will be followed and the guest will wear a face covering.

MEETINGS, CONFERENCES & EVENTS

CLEANING AND SANITIZING PROTOCOL

- Conference room doors, tables, chairs, light switches and other equipment will be sanitized after each group.
- Staff will sanitize their respective work areas, counters, doors and equipment at least once every two hours and upon a shift change.
- All shared equipment and meeting amenities will be sanitized before and after each use, or be single use if not able to be sanitized.

PHYSICAL DISTANCING PROTOCOL

- All buffet and self-serve style events are suspended until further notice.
- All food and beverage items will be individually plated and served.
- Coffee and other break items will be attended and served by a server.
- Flatware will be provided as a roll-up.
- Condiments will be served in individual portion cups or sanitized individual containers. Bulk condiments have been eliminated.
- Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows municipal, state and CDC guidelines.

GUEST CONSIDERATIONS

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Examples of physically distanced floor plans are available.
- Modified menus have been created to showcase styles of service and items currently available.
- Signage will be posted outside of meeting and events reminding guests of appropriate physical distancing guidelines.
- No pads or pens will be provided for meeting set-ups.
- Doors will remain propped open during meetings and events.