



Standards of Care Enhancements

DEEP CLEAN ON HIGH-TOUCH AREAS

As part of our ongoing commitment to you, we have implemented an enhanced standard of care and cleanliness promise to promote a safe and comfortable stay with us.

1. ASSOCIATES

Our associates wear personal protective equipment, including masks and gloves, and maintain safe distancing.

2. HANDLES & DOOR KNOBS

Doors. Closets. Drawers. Furniture knobs. Curtain pull handles. Shower knobs.

3. IN-ROOM AMENITIES

Glassware, Mini Bar, Ice bucket, Coffee maker. Refrigerator. Iron. Safe. Select amenity items are temporarily suspended.

4. BATHROOM SURFACES

Toilet seat & handles. Sink faucets, Shower & tub knobs. Shower walls.

5. CLOSET ITEMS

Iron, Safe, Legs on Ironing board.

6. BED & BEDDING

Sheets. Duvet. Pillowcases. Blankets.

7. FURNITURE SURFACES

Table. Desk. Armrest. Bedside lamp area.

8. CLIMATE CONTROL

Individual Ventilation System. Buttons & Detail log on replacing air filters.

9. SWITCHES & ELECTRIC CONTROLS

Lamps. Entry switches. Electric controls. Telephone.

10. BATHROOM AMENITIES

Soap. Tissue box. Hairdryer. Request for Extra bath amenities & towels optional.

Please contact Guest Relations if you have any questions or visit [Terranea.com/promise](https://www.terranea.com/promise) to learn more.