

Content Provided by Terranea

# Terranea Resort Reopens With 'Enhanced Standards of Care'

Terranea Resort, located on the Palos Verdes Peninsula, has announced that with careful planning and consideration for the health and well-being of its guests and associates, the resort reopened for overnight accommodations on Friday. As part of its ongoing commitment and in partnership with American Hotel & Lodging Association, California Hotel & Lodging Association and Ecolab, Terranea has conducted a comprehensive review and enhancement of its existing high standards of service and care to ensure a safe and comfortable stay.

"Our hearts go out to everyone affected and impacted by this global crisis," said Terri A. Haack, president of Terranea Resort. "The health and well-being of our guests, associates and community is paramount and we are committed to providing the highest standards of care and safety as we welcome back our valued guests and associates to Terranea. Our team has been working diligently to determine how best to take care of our guests and each other and we are grateful to continue to serve as the ultimate California coastal escape to reconnect and rejuvenate. Reopening the resort in June has special significance for us as it coincides with our 11-year anniversary; we could not be more delighted to open our doors once more and reunite with our dedicated associates and beloved community."

Terranea has implemented the American Hotel & Lodging Association's Safe Stay industry-wide initiative, developed under the guidance of its Advisory Council, comprising industry leaders representing all segments of the hotel industry, and in conjunction with public health experts to advance best practices for protecting against the coronavirus. Terranea is "Clean + Safe" certified by the California Hotel & Lodging Association (CHLA). Incorporating recommendations from the Centers for Disease Control and Prevention, the California Department of Public Health and county health departments, CHLA has established standards for guest and employee cleanliness, workplace cleaning and safety, and changing guest experiences. In addition, the resort has developed enhanced standards of care and cleanliness, as well as training and protocols, in partnership with cleaning industry expert Ecolab, with more than 100 years of experience in assisting hospitality, public health, food safety and hygiene services.

Available services and amenities for resort guests with overnight accommodation reservations include:

- The Resort Pool, cielo point, and Vista Pool are open with social spacing and monitoring.
- The Links golf course is open for advanced tee times.



Photos courtesy Terranea Resort

Terranea Resort has been recognized multiple times on U.S. News & World Report's "Best U.S. Hotels" list and has been named one of Travel + Leisure's "500 Best Hotels in the World."

- Food and beverage offerings for carryout/takeaway can be enjoyed poolside or at select picnic and dining areas, and in-room dining for guestrooms or private patios and balconies.
- Select adventure activities such as guided coastal hikes.
- Coastal trails and Beach Cove.
- All other facilities are temporarily closed until further notice.

Terranea, a premier oceanfront resort in Southern California with 102 acres of Pacific Ocean views, offers world-class accommodations that range from hotel suites to bungalows, oceanfront casitas

and luxurious villas. Amenities include The Links at Terranea, a nine-hole, par-3 golf course; an award-winning 50,000 square-foot oceanfront spa, fitness and wellness center; four swimming pools and a 140-foot waterslide; marea luxury boutique; 135,000 square feet of meeting space; and nine dining venues showcasing a farm-to-Terranea culinary philosophy utilizing local and sustainable ingredients. Terranea's land boasts herb and vegetable gardens, lemon groves, beehives and farm-fresh eggs, in addition to rich terrain that includes miles of scenic coastal trails, a secluded beach cove and ocean environments. Guests can also enjoy enriching programs and activities such as falconry, archery, kayaking and paddle boarding.

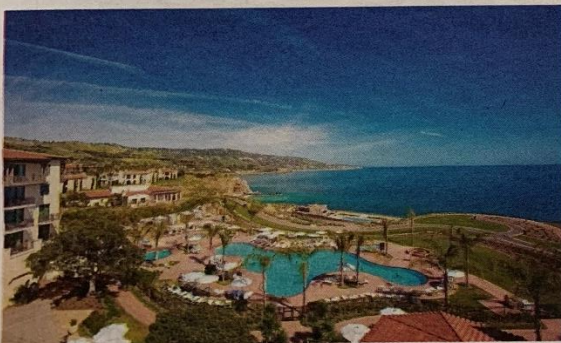
"Being able to reopen this month is really exciting," said Terranea spokeswoman Jessie Burns. "It is great to be able to reconnect with our guests, the community and Los Angeles again."

Terranea Resort is owned by a joint venture comprising Lowe and JC Resorts, man-

aged by CoralTree Hospitality Group, and is a member of the American Express Fine Hotels & Resorts program and Virtuoso Travel Network. Since its opening, Terranea Resort has been named one of Travel + Leisure's "500 Best Hotels in the World" and earned a spot on Condé Nast Traveler's "Readers' Choice Awards" and "Gold List." The resort also received the "Best of Award of Excellence" from Wine Spectator and has been recognized numerous times on U.S. News & World Report's "Best U.S. Hotels" list. In 2019, Terranea was designated a Great Place to Work-Certified company by Great Place to Work.

In conjunction with its reopening, Ter-

ranea is extending travel planning flexibility for guests with a 24-hour cancellation and rebooking policy for guestrooms and suites; and a 72-hour cancellation and rebooking policy for bungalows, casitas and villas. Additional information regarding the new standards of care that guests may anticipate during their stay may be found at [terranea.com/promise](http://terranea.com/promise). Terranea will continue to gradually open more facilities as government and health officials release new guidelines; for timely updates and relevant information, guests may visit [terranea.com/updates](http://terranea.com/updates). For additional information, reservations and special offers, visit [terranea.com](http://terranea.com) or call (866) 261-5873.



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