



We are delighted to welcome you to Terranea Resort. We have saved you a front row seat for sunshine, sparkling waves, and ocean breezes, all on the Southern California coast.

The health and well-being of our guests and associates is paramount. As part of our ongoing commitment to you, we have implemented enhanced standards of care and cleanliness to promote a safe and comfortable stay with us. We are outlining some changes you may anticipate during your stay. Thank you for choosing Terranea for your special getaway.

GENERAL PROPERTY INFORMATION

- Terranea Resort is implementing the American Hotel & Lodging Association's [Safe Stay](#) industry-wide initiative, developed under the guidance of an Advisory Council, comprised of 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 Resort is [Clean + Safe](#) Certified by the California Hotel & Lodging Association. 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.
- The resort has developed enhanced standards of care and cleanliness, as well as training and protocols, in partnership with cleaning industry expert Ecolab, with over 100 years of experience in assisting hospitality, public health, food safety and hygiene services.
- Ecolab and P&G Professional products are used resort-wide, including laundry, housekeeping and dining.
- The entire resort has been deep cleaned and thoroughly sanitized, with products certified by the Environmental Protection Agency (EPA) and the Centers for Disease Control and Prevention (CDC).
- Multiple sanitation cleanings occur throughout the day to promote safe and comfortable environments for our guests and team. All public spaces will be cleaned and sanitized with leading sanitization products such as Ecolab Peroxide, Clorox Total 360, and more, daily and as needed.
- Hand sanitization stations are located throughout the property.
- Guests care items including hand sanitizer, disposable masks, and gloves, are available from Guest Services at check-in.
- Guests are required to wear masks and maintain safe distancing from fellow guests and associates, in accordance with the County of Los Angeles Department of Public Health guidelines.
- Transportation around the resort is provided individually to accommodate safe distancing.
- All associates have undergone extensive health and safety training related to our enhanced standards of care promise.
- Our associates wear personal protective equipment, including masks and gloves, and maintain safe distancing from fellow team members.
- The health of our associates is being carefully monitored. All associates participate in temperature and symptom screenings at the beginning of their shift including vendors, contractors and service providers prior to entering the establishment. Team members who have any reason to believe they may have been exposed to COVID-19 have been instructed to stay home and seek proper medical attention.

Please contact the Guest Services team if you have any questions. All adapted offerings and standards of care are subject to change based on guidance from the CDC and applicable governmental authorities.

ARRIVAL AND DEPARTURES

- Guest arrivals are spaced apart and check-in is expedited to accommodate minimal contact. Overnight guests undergo contactless temperature screening upon check-in.
- Guests receive a final bill via email prior to departure, so it is not necessary to visit the Front Desk to complete your check-out.
- Valet service is currently suspended. Self-parking is available for all guests.
- Bell services are currently suspended. Guests are responsible for handling their own luggage.
- Transportation throughout the resort is provided upon request via golf carts with acrylic shields for further protection.
- The Guest Services team may be reached by telephone at 310-265-2800 for additional assistance.

HOUSEKEEPING

- Housekeeping associates wear personal protective equipment throughout the entire cleaning process.
- All surfaces are thoroughly cleaned and disinfected with best in class Ecolab recommended cleaning agents -- with special attention given to high-touch items such as door handles, light switches, thermostats, telephones, remote controls, alarm clocks, drapery pulls, furniture knobs, appliances, faucet handles, and toilet and shower handles.
- Daily Housekeeping services have been placed on hold to avoid additional contact, however our housekeeping department will be more than happy to provide additional items if requested. If staying 4 nights or more, we will provide housekeeping service on the second night/third day.
- Housekeeping will deliver requested essential items by tray or parcel outside of your guestroom.
- Upon arrival, you may also discuss options for additional requests and linen exchanges.
- Guestrooms remain vacant for at minimum 24 hours following guest checkout.

POOLS

- Guests may enjoy the resort's open pools during their stay and are required to maintain proper social distancing.
- Guests are required to wear masks when in the pool facility, including to and from the pool and shared facilities, in accordance with the County of Los Angeles Department of Public Health guidelines.
- Pool seating has been adjusted to meet the current government guidance for safe distancing. Private cabanas are thoroughly sanitized in between guests.
- Poolside service is temporarily suspended; food and beverages are available for pickup at designated locations.
- Out of respect for the wellness of our guests, the water slide, splash pad and hot tubs (the resort pool and Vista pool) are currently closed due to LA County mandates.

DINING

- Dining offerings for pickup/carry out are available at select restaurants for local and resort guests.
- Outdoor dining is available at bashi, catalina kitchen, mar'sel, Nelson's, and sea beans for resort guests with reservations. Contactless in-room dining delivery is also available for resort guests.
- The purchase of alcoholic beverages must be accompanied by a meal, in accordance with the LA County Department of Health guidelines.
- Safety barriers have been installed at check-in podiums to provide safe distancing and minimal contact.
- Table spacing and seating has been adjusted to allow for proper physical distancing between guests and tables.
- The number of guests at a single table is limited to a household unit or those who have asked to be seated together. Those in the same party, seated at the same table, do not need to be six feet apart. All members of the party must be present and will be seated at one time.
- Out of respect for the wellness of our guests and associates, the resort is a smoke-free and cashless property.
- Guests are required to wear masks and maintain safe distancing from fellow guests and associates, in accordance with the County of Los Angeles Department of Public Health guidelines.
- Self-serve buffets, condiments and utensils have been suspended. All food is served only by team member associates.
- Menus are single-use or sanitized after each use.
- All surfaces are sanitized in between guest seating and with increased regularity at other times.

THE LINKS AT TERRANEA RESORT

- The Links golf course is open for advanced tee times.
- At this time, rental clubs, all practice and putting greens, including golf studios, and complimentary golf Q&A are currently unavailable.
- Flagsticks must remain in the holes and are not to be touched at any time. The pin hole covers allow the ball to sit at the top of the cup, from where it is easily retrievable.
- All ball washers, closed-lid trash cans, and bunker rakes have been removed from the course. Golfers may play "preferred lies" in the bunkers.
- Golfers may play in groups up to four players and are required to maintain proper physical distancing throughout the round.
- Guests are required to wear masks in accordance with the County of Los Angeles Department of Public Health guidelines.

ADVENTURE OFFERINGS

- Select outdoor adventure offerings are available for small groups and individuals.
- Physical distancing is practiced throughout any activity for both team and guest safety where applicable.
- Guests are required to wear masks in accordance with the County of Los Angeles Department of Public Health guidelines.
- Public trail and beach cove access is subject to government guidelines and may be limited or restricted for resort guests and local visitors. We encourage you to follow the guidelines from the City of Rancho Palos Verdes regarding the Palos Verdes Nature Preserve, parks, beaches, community centers, amenities and trails. For more information, visit RPVCA.gov.

SHOPPING

- marea and pointe discovery retail boutiques limit guest access to allow for proper distancing in accordance with government mandates.
- Guests are required to wear masks in accordance with the County of Los Angeles Department of Public Health guidelines.
- The boutiques are sanitized with electrostatic equipment, in addition to multiple sanitization cleanings throughout the hours of operation.

TIDE POOL KIDS CLUB

- At this time, Tide Pool Kids Club remains closed. Families may purchase a Kids Club Family Fun Box to enjoy in-room or outdoors at pointe discovery.

THE SPA AND FITNESS CENTER

- At this time, spa amenities remain temporarily closed; select 60-minute treatments at The Spa at Terranea are available for overnight resort guests only in private outdoor cabanas, with limited availability and reservations required. All offerings are subject to availability and change. The Spa facility will expand additional offerings in accordance with the County of Los Angeles Department of Public Health guidelines. For more information, please call 310.265.2861.