

THE WESTIN

RIVERWALK

San Antonio

Dear Westin Riverwalk, Valued Guest:

We are thrilled to welcome you to The Westin Riverwalk San Antonio! We wanted to reach out to share with you the many steps we have taken to ensure your safety during this pandemic.

Our hotel has responded aggressively to the pandemic through increased measures for social distancing, strict sanitation and disinfection protocols, associate awareness, training and various other methods to help keep you safe and ensure you have the best stay possible during these unique times.

BASED ON THE NATIONAL CDC SAFETY GUIDELINES, GUESTS THAT HAVE BEEN VACCINATED WILL NOT BE REQUIRED TO WEAR MASKS IN PUBLIC AREAS. PLEASE CONTINUE TO WEAR A MASK IN ALL PUBLIC AREAS, IF YOU HAVE NOT BEEN VACCINATED.

OUR ASSOCIATES WILL CONTINUE TO WEAR MASKS.

If you have any questions regarding this change, please let any of our team members know. We sincerely thank you for your understanding. Please note that we are working on updating all signage of this recent change.

HOTEL SERVICES

- Upon check-in we ask that one-person check-in with the desk while the remainder of the guests wait in the car or lobby area if available. We have valet parking only available. See valet attendants for other options, not associated with the hotel.
- To limit contact, for your safety and our associate's safety, **we are not providing housekeeping service until after the 2nd night of your stay.** This will be a "Light Touch," service in which we will make the beds, empty trash, replenish coffee supplies and bathroom amenities and towels. **Full Housekeeping service will not be until after the 4th night of your stay. We appreciate your understanding during this time and hope to very soon return to regular services. Please read attached letter for more information on our housekeeping services.**

Should you require additional towels or other items please call the front desk by dialing "0" and it will be our pleasure to deliver to your door. If you would like any trash picked up, we can arrange for pick up as well. We want to do whatever we can to make your stay more comfortable.

- Should you have maintenance concerns, please contact the front desk and we will schedule a time when you are away from the room, and our Engineering associate will make the needed corrections or repairs.

- We comply with all state and local capacity regulations and company mandates, and these can change at any time. We will ensure we communicate any changes.

- **The Westin Workout Fitness Studio:** 6:00am-9:30pm

- **Pool:** 8:00am-9:30pm

- o Guests are permitted to bring nonalcoholic beverages and snacks with them to the pool deck provided they are in appropriate containers – plastic or cans, no glass. Small coolers of ice are also permitted. There is beer and a variety of canned cocktails and wines available for sale in our Cafecito.

- Limited Dining available:

- o **Cafecito Coffee Shop** (located on the lobby level):

Monday - Friday

6am-12pm

Saturday - Sunday

7am-12pm

- o **Zocca Cuisine D'Italia Restaurant** is now open with limited dining hours. Our restaurant and bar are located on the River Level of the hotel. We are required to operate at a lower capacity to accommodate social distancing.

***There may be longer wait times and we thank you for your understanding.**

Breakfast

Saturday and Sunday- 7am-noon

Monday- Friday- 6:30am- 11am

Dinner

Sunday- Thursday 5pm- 10pm

Friday- Saturday 4pm-11pm

- o In Room Dining is temporarily **closed**. We apologize for the inconvenience and thank you for your understanding. We hope to be adding this back very soon.

- o The Gift Shop is currently **closed**. We do have select beverages for sale at the front desk. Drinks, snacks can also be purchased at the Cafecito during their hours and at the front desk.

- o The **Pool Bar** is open: **Friday and Saturday** from 12:00pm- 8:00pm and **Sunday** from 12:00pm- 6:00pm. **WEATHER PERMITTING.**

To accommodate social distancing, there is a 4-person **maximum** in each elevator (or **1 family or a part of the same group**). Please understand this may cause longer wait times. During busier times, we ask that you stand 6 feet from the person in front of you, unless a part of the same family or group.

GENERAL CLEANING AND SAFETY

We have always taken great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency in which our public areas, guest rooms, and facilities are deep cleaned and sanitized using hospital-grade disinfectants. We've also taken the following precautions:

- All hotel employees have completed enhanced COVID-19 prevention and preparedness training. All associates are reminded daily of proper and frequent handwashing techniques, emphasizing its importance in combating the spread of viruses.
- We insist that all associates wear masks and gloves, whether they are interacting directly with a guest or another associate or indirectly via a common point of contact.
- We have taken serious measures to ensure social distancing and constantly reemphasize its importance. For example, the check-in experience has been modified to eliminate all unnecessary contact including the use of custom-made glass shields. Our food and beverage operations have been modified to offer contactless ordering and delivery of a variety of delicious options.
- Signage throughout the hotel reminds guests of important safety precautions and directs them to ways to minimize contact and maximize social distancing.
- We offer hand sanitizer throughout the property for guest and employee use.

We thank you for your understanding of the measures taken to ensure the safety of our guests and team members. We look forward to welcoming you soon and thank you for the opportunity to be of service!

Always at Your Service,

Maria Martinez
General Manager
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HELPFUL LINKS FOR LOCAL INFORMATION:

Weather: <https://weather.com/weather/tenday/l/San Antonio TX>

San Antonio Riverwalk: <https://www.thesanantonioriverwalk.com/>

Go Rio River Barges: <https://www.goriocruises.com/>

Things to Do & What's

Open: <https://www.visitsanantonio.com/category/attractions/reopened/>