



Dear Grand Highland Family & Friends,

As always, our focus is on the safety and wellbeing of you and our team members. We are taking all necessary steps to make sure your stay is enjoyable and safe! Our goal is for you to enjoy every aspect of this beautiful high-country destination, while we maintain city and state guidelines.

1. Modified services:

- All our public areas are disinfected numerous times a day, and we are utilizing ozone equipment for air purification and disinfecting throughout the property.
- Our front desk service is available from 7 a.m. until 10 p.m.
- Our front desk team is currently providing all concierge services.
- Our complimentary breakfast will be served in a to-go bag. Bag/s will be placed on a table by your room in the morning at the time you have selected.
- Currently, no stay-over housekeeping service is available. Additional room amenities such as towels, fleece blankets, etc. are available upon request.
- We are providing express check-out over the phone for your convenience.

2. Our team members are engaging in proper and frequent hand washing and have completed enhanced COVID-19 awareness training.

3. We are continuing to use cleaning products and protocols which are effective against viruses, as well as utilizing ozone equipment to purify the air and disinfect every guest room after it has been vacated and before our next guest arrives, with particular attention paid to high-touch items.

4. In public areas, we have increased the frequency of cleaning and disinfecting, with a focus on the counter at the front desk, door handles, guest room keys and even pens.

We are excited to welcome you to The Grand Highland Hotel and appreciate your understanding during these hard times. Please enjoy your stay! If there is anything you may need please feel free to text us or dial zero from your room phone.

Please help us support the hospitality industry and show your support for our hard-working employees, by following us on Facebook and Instagram. Show us your adventure, use #grandhighlandhotel when posting about your stay.

With Warm Regards,

Rey Rivera, General Manager