

The Westin Boston Waterfront Hotel

Our guidelines for reopening



Here at the Westin Boston Waterfront Hotel, our number one priority is the health and safety of our diligent staff members, our loyal guests, and our beautiful Boston community. As we understand the critical challenges that many may be facing during these unprecedented times, we want you to be aware that we are actively preparing for your arrival once reopened.

In preparation for our reopening and your visit, we have initiated multiple new protocols to ensure safety:

Guest Arrival

- Signs are posted throughout the lobby to remind guests of social distance requirements.
- Guests in public space will be asked to wear face coverings.
- All staff members are required to wear face coverings in public areas as protection for themselves and for guests.
- Room key cards are sanitized, both before and after each guest's use.
- Mobile check in is available to use your phone as a room key bypassing the front desk
- All areas where guests queue are marked to indicate proper distancing. The hotel will provide staff in these areas to answer any questions.
 - Front desks, elevator lobbies, entertainment venues, coffee shops and casual dining, and taxi lines.
- Hotel main entrance doors are automatically operated, allowing guests to enter without touching door handles.
- All staircases in public areas and employee-only areas are sprayed, wiped, and cleaned.
- All elevators are wiped down, from the buttons to any high-touch area
 - Signs will be posted, suggesting a maximum occupancy of four guests per elevator.
- In-room Amenities: face masks, gloves, hand sanitizers, disinfected wipes
- All guests with vehicles may self- park avoiding valet attendants in the vehicle

Our Cleaning Procedures

- Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment.
- Locate hand sanitizer stations in all public areas including elevators, lobbies, and on guest floors.
- Guest rooms cleaned and disinfected using hospital-grade cleaning solutions and products that are certified for COVID-19 between guest stays, including all frequently touched objects and surfaces, such as door handles, remote controls, telephones, etc.
- All products used by the Westin Boston Waterfront are child and pet friendly.
- All handrails on our escalators are completely disinfected using a peroxide spray

Pool and Fitness Areas

- Pool chairs will be spaced 6-feet apart to promote social distancing.
- Signage reminding guests to respect the 6-foot social distancing requirements and maintain that distance from other bathers.
- Chairs will be disinfected after each use.
- All treadmills, Pelotons, water machines, weights, and equipment are completely disinfected.

Food and Beverage Safety

- Discontinue buffet offerings and replace them with individual portion servings.
- Staffed beverage stations to prevent contamination of service equipment.
- Proper spacing of tables and service areas should occur to promote social distancing.
- Increased cleaning and disinfecting of all equipment and surfaces.
- Single-use disposable plates, bowls, cutlery, and cups.
- The service staff will wear masks and gloves while servicing tables.
- Table coverings will be changed with each guest.
- Hard surface tables will be thoroughly sanitized between each guest.

Meetings and Events

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time by both client and hotel for spacing.
- Hand sanitizer dispensers will be placed at each meeting room in use.
- Site inspections will be conducted in compliance with all established protocols.
- Meeting tables will be spaced 6-feet apart to respect the social distancing requirements.
- All meeting spaces will be disinfected

Team Member Responsibilities

- All employees will receive additional training on COVID-19 safety and sanitation protocols.
- Members will be issued PPEs to wear at all times while at work.
- Practice good hygiene. Team Members should:
 - Wash their hands, especially after touching any frequently used item or surface.
 - Avoid touching their face.
 - Sneeze or cough into a tissue or the inside of their elbow.
- If members feel sick, have a temperature, or have a cough, they shall remain at home.