As a valued guest of the Marines Memorial Club and Hotel, we appreciate your support and the trust you place in us. Recognizing the ongoing uncertainty that coronavirus (COVID-19) is causing, our highest priority is the health and wellbeing of our guests and employees. We have and will continue to abide by all government mandates, guidelines and best practices as we move forward. With that in mind we wanted to update you on the actions we have taken in response to the COVID-19 pandemic.

**Modified Cancellation policy & booking flexibility**

We are extending our modified cancellation policies. For reservations with arrival dates through August 30, 2020, we will allow a 24 hour cancellation period instead of requiring 48 hours.

**Facility Changes**

For the safety of our guests and employees, the following changes have been made:

- We have installed plexiglass at the Front Desk and Bell desk for everyone’s protection.
- We are using electrostatic sprayers with disinfectant in the hotel rooms cleaning process and on high touch areas throughout the building.
- To comply with the 6 Feet Rule on social distancing, we have placed floor markers at the entrances, lobby check-in/out areas and in the elevators. We will be adding them to the event space registration areas as well.
- New event space lay-outs that are compliant with Social Distance rules are available.
- Hand sanitizer dispensers have been installed in each of the public restrooms. Standing or wall-mounted hand sanitizing stations have also been placed on each of the guest floors near the elevators. When event space is opened up, hand sanitizing stations will be placed in each of the event rooms.
- New elevator rules are in effect. We now only allow a maximum of two (2) guests from different households to share an elevator. Signage will be placed on each elevator landing with this information.

**Commitment to Care and Safety**

- Face coverings worn over the nose and mouth are now required for all individuals entering MMA property and at all times while in public spaces.
- Contactless payment procedures are now in place.
- Contactless deliveries of housekeeping amenities are now in place.
- Contactless engineering and housekeeping services are now in place.
- For all guests with room accommodations, we have revised our amenities as follows: Upon check-in, the Guest Services staff will offer a Welcome Kit to all guests checking into the hotel.
The Welcome Kit will include: face mask, antiseptic wipes, pen and paper along with information on Hotel service changes in relation to COVID-19. Additional amenities such as mouthwash, lotion, make-up remover, toothbrush, shower caps and razors will be available upon request.

- In room coffee/ tea Keurig units will be available upon request
- We are following the CDC recommendations and isolating rooms between stays to avoid back to back usage and to allow time for deep and thorough cleaning – subject to occupancy

The focus on cleanliness and sanitation is imperative to our daily operation and has always been a top priority for our property. These additional measures will work to help ensure we continue to provide a safe environment for our guests and staff.

**Temporary Suspension of Operations**

Due to the unprecedented implications COVID-19 has had on the hospitality industry, Marines’ Memorial has continued to suspend the following operations:

- Breakfast, Lunch and Dinner at the Leatherneck Steakhouse
- Happy Hour at the Leatherneck Steakhouse
- Happy Hour in Flying Leatherneck Lounge
- Business Center
- Fitness Center
- Pool