



Valet Parking available with several self-parking options nearby



Hand sanitizer stations throughout entrance, lobby and public spaces



PPE optional if vaccinated; required if not vaccinated for all teammates and guests



Front desks adapted to maintain social distance with indicators and/or plexiglass



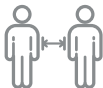
Touchless I.D. and Credit Card Verification



No screenings



Increased frequency of bell cart cleaning and disinfecting



Welcome greeter and signage to encourage social distancing



ARRIVAL & CHECK-IN



Hand sanitizer stations in key areas throughout hotel and museum



Revised menu of spa services; varies by property



Elevators signage to promote **social distancing**



Signage and markers to **encourage social distancing in public spaces**



One guest at a time in **21c Gift Shops**



Additional cleaners and wipes in fitness center; to promote social distancing, **some fitness equipment may be disabled**



Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing Covid-19 transmission, with special attention to high touch areas.



Penguins remain in sight, but should not be touched or moved by guests





Disinfecting supplies provided in room



Reduction of touchpoints in room including robes, coffee makers, throw blankets and magazines



Turndown and stayover housekeeping service may be discontinued

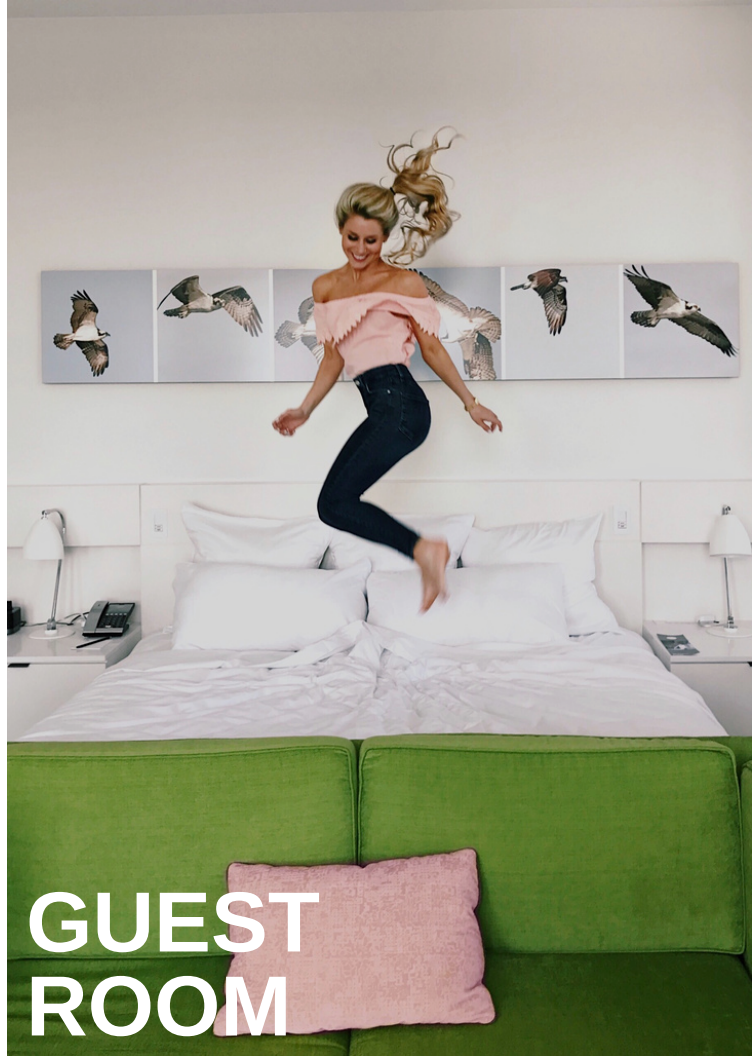


48 hour resting period between guest stays*, followed by cleaning and disinfection



In Room Dining available during restaurant hours, with contactless delivery and pick-up

*IF 48 HOUR RESTING PERIOD IS NOT FEASIBLE, ADDITIONAL
SANITIZATION AND CLEANLINESS PROTOCOLS ARE PUT IN PLACE





Hand sanitizer available at entrance



No screenings



Seat allocation to **promote social distancing**



Online and/or disposable menus for all diners



Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing Covid-19 transmission, with special attention to high touch areas.



PPE optional if vaccinated; required if not vaccinated for all teammates and guests



Penguins remain in sight, but should not be touched or moved by guests



Bars and lounge areas to be seated only by host to promote social distancing



RESTAURANT

Some of your top questions, answered.

With the changes to travel over the recent months, the FAQs below should help you plan what to pack, where to go, and what else you may need.

Q: *I see that you are asking guests to wear masks in public spaces if not vaccinated. Do I need to pack my own?*

A: While it is not necessary that you bring your own mask, we do recommend that you pack a few as you venture out into our communities. Our teammates will have extra masks available should you need one.

Q: *A lot of hotels are cutting back on amenities in room. Will I need to pack my own shampoo, body wash and other self-care amenities when visiting 21c?*

A: 21c will continue to share single use shampoo, conditioner, soap, and body wash. We also offer additional Malin + Goetz products within our 21c shop.

Q: *Has your pet policy changed due to Covid-19?*

A: No. It has been shown that Covid-19 is not common in domesticated animals so your furry friends are welcome at 21c, as always. Make sure to pack everything your pup or cat will need as we can't assure our neighborhood pet stores will be open.

Additional questions? Email us at Lex.Team@21chotels.com or just find someone wearing a Red Penguin pin!



Find more trip planning tools like our City Guide [here!](#)



FAQ