



THE REACH
KEY WEST
CURIO COLLECTION
by Hilton



Our commitment...is to provide a safe, clean environment for all who enter our doors.

With this in mind, we pledge the following procedures*:

Public Spaces

- Masks must be worn when in public areas, except while dining at the restaurants, pool or beach. All team members wear masks
- Our enhanced cleaning protocols include overnight cleaning and disinfecting of all public space
- Restrooms are serviced, cleaned and disinfected
- Hand sanitizers available throughout property
- Tables and seating will be sanitized at increased frequency
- Social Distancing reminders throughout property
- Limited capacity in elevators

Guest Rooms

- Stay Over service will be available upon request only or after 5 days.
- In-room amenities (extra towels, soap, etc.) will be available upon request.
- Housekeepers will enter the room when guest are not present.
- All collateral has been removed from the room - no note pads, pens, compendiums, channel guides, brochures, etc. Guests may obtain by request.
- Engineering work orders will be completed when the guest is not present in the room unless an emergency (overnight) and in that case the guest will be ask to wear their mask and practice social distancing.

Bell Service & Valet

- Valet-Parking Only (\$35 daily fee applies)
- Luggage carts available for guest use, Bell Service available for ADA assistance only.

Restaurants

- Socially distanced floor plan and seating
- Tables, chairs and contact areas are cleaned and disinfected after each use
- Wall mounted and pump hand sanitizers available throughout
- Restaurants will provide, mask, gloves, hand sanitizer and disposable utensils upon request All Restaurant Servers have completed a Sanitation and Food Handlers Certification Class
- Disposable and online menus are now available to every guest
- We will continue to provide excellent service, however at a distance
- Takeout service available for pick-up only, upon request

Hours of Operation

BREAKFAST	Mon - Sat	7AM - 11AM
	Sunday	7AM - 10AM
LUNCH	Mon - Sat	11:30AM - 3PM
HAPPY HOUR	Daily	5:30PM - 6:30PM
DINNER	Nightly	5:30PM - 9:30PM
SUNDAY BRUNCH		11AM - 3PM

Hours of operation are subject to change.

Procedures and protocols are subject to modifications, based on Corporate and City, County and State Guidelines. Barefoot Billy's and Spa al Mare', available by request at location.



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Our commitment...continued

Bell Service & Valet

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Pool & Beach

- All chairs, tables and loungers will be sanitized before and after each use.
- Social distancing practiced with the use of “reserved” signs.
- No physical contact between guest and team member.
- Amenities offered in sealed packaging

Fitness Center

- Fitness center will be sanitized every hour.
- Sanitizing wipes available for guest use.
- Social Distancing encouraged.
- Some machines may be marked as out of service to provide 6 foot distance between equipment.

Gift Shop

- High touch hard services sanitized hourly.
- Pay counter sanitized after each transaction.
- “Try on” clothes placed in separate bin to be sanitized before placed back into inventory.
- Limited in-store capacity

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