



## THE IVY PROMISE

At The Ivy Hotel, our assurance to you is that the safety and well being of our guests and associates remains our top priority. From the beginning, we have been committed to a deeply personalized approach to hospitality, and our desire to exceed your expectations. With that in mind, we have enhanced our already stringent health and safety protocols to ensure compliance with the highest current standards and certifications in the hospitality industry. This is our promise to you and we look forward to welcoming you back 'home'.

We endorse responsible, safe travel while staying vigilant, and following the recommended procedures and protocols by the World Health Organization (WHO), US Centers for Disease Control and Prevention (CDC) and local authorities. For current guidance in Maryland, please visit here. [Maryland Ordinance](#)

For frequently asked questions about staying, dining, events or spa services, [please click here](#).

**Baltimore City mask protocols will be followed at all times in the hotel, restaurant and spa. To view current policies, [please click here](#).**

For more information on The Ivy Promise, please see below.

*Implementation of these health and safety enhancements is effective immediately. Below procedures are subject to variation per changing government regulations.*

### AT THE HOTEL

- Meticulous standards of cleanliness and hygiene are maintained, including increased frequency of sanitization and deep cleaning high-touch areas.
- The latest cleanliness technologies have been incorporated into our cleaning protocols, including the use of electrostatic sprayers, UV wands and devices, and particulate level air filtration systems.
- Guests will have the option of luggage assistance while maintaining physical distance.
- Ivy associates will drive and park guest cars with windows rolled down, and wipe down surfaces and disinfect with an electrostatic sprayer when finished.
- Each guest will be given a disposable key to his or her room.
- Hand sanitizing stations have been set up throughout the hotel and restaurant.
- Respectful physical distancing is required in the restaurant, lounges, gym, spa, corridors, elevators, and public areas inside, and outside in the courtyard and on the terrace.
- Every effort is made to provide contactless services and/or deliveries.
- Most guest transactions will be made by phone or email, including check-out.
- The Ivy house car is regularly washed and the interior wiped down and sanitized between each use.

## **IN THE ROOM**

- Guest rooms are thoroughly cleaned and disinfected in accordance with health and government protocols.
- The latest and most effective cleanliness technologies have been incorporated, including electrostatic sprayers, hospital grade disinfectant, and ozone technology.
- Each guest room will include two wellness kits with a pack of gloves, face mask, and hand sanitizer.
- All housekeeping associates are required to wear gloves and masks prior to entering every guest room.
- All items delivered and/or picked up from guest rooms are thoroughly sanitized.
- In-room refrigerator stock, beverages and snacks are individually packaged.
- Rooms will be serviced at the level and frequency requested.
- Room service may be contactless if requested, including delivery and retrieval.

## **AT THE RESTAURANT**

- Frequent hand washing and sanitation is required of all associates. Employees will be required to wear face coverings at all times.
- Strict food preparation protocols are enforced, gloves are worn at all times when preparing food, and food transferred to other associates is contactless.
- The restaurant is operating by reservation only.
- Prior to arrival at the restaurant, guests will be asked health assessment questions via reservation confirmation calls.
- Contact-free hand sanitizing stations are provided.
- Guests are discouraged from congregating in waiting areas or at the Bar. Guests will be shown to their tables at the earliest possible opportunity.
- Tables are set once the table has been seated.
- Disposable paper menus are discarded after each use. The Wine and Whiskey lists are presented by request, and cleaned and sanitized after each use.
- Wine service is limited to the initial presentation and approval of wine. Guests will refill their glasses, and ice buckets and stands are available as needed.
- Restrooms are cleaned and sanitized hourly, with focus on high touch areas such as door handles, faucets and toilet handles.

## **AT THE SPA**



- The Spa at The Ivy uses the physical distancing guidelines set forth by the CDC to ensure the health and safety of both our guests and our spa team.
- All spa bookings are by appointment only, and will be scheduled to best comply with physical distancing and foster optimal air flow.
- If you are unwell, or have any symptoms of sickness on the day of your appointment, we respectfully ask that you reschedule.
- Bring only what is required during the course of the visit, for example: purse, keys, wallet, and/or phone.
- Please do not bring a companion on the day of your appointment unless that companion is also scheduled for an appointment.
- A verbal health screening and temperature check will be performed prior to treatment.
- Treatments will be offered in the Spa only.
- The following services are not currently available: Manicures, Pedicures, Makeup Application, or Hair Blowouts.
- Steam will not be used during Facials.
- Upon completion of the final service, each guest will have the option to privately enjoy the The Spa's Relaxation space for up to 30 minutes.

#### **THE IVY TEAM**

- Certification through [AHLA's Safe Stay](#) for all staff members.
- Daily health certifications including health assessments prior to arrival on property.
- Associate hygiene and safety requirements including use of personal protective equipment
- Staff will maintain a safe physical distance from guests and other associates
- All staff required to wear appropriate personal protective equipment (PPE) while on property.

