



Information for Mansion House Guests

Covid-19 Cleaning Protocol in Accordance with
Governor Baker's Phase 3 Instructions.



Physical Distancing Protocol

- To minimize contact between guests & staff, **stayover service will be on request only.** If you, our guest, request service, room attendants will coordinate a time to enter room when you are not in it.

Increased Sanitation

- In addition to the increased focus on cleanliness of guest rooms, we will also be pinpointing high touch areas in guests' rooms, such as: Headboards, desks, counter tops, tables and chairs, telephones and television remotes, thermostats and light switches, cabinetry, bed side tables, knobs and other hardware, bathroom vanities, fixtures, hardware, hair dryer etc., closet hangers, safe, luggage racks, refrigerator door handles and Coffee makers.
- Each room will require the Room Attendant to wear a new set of sanitized gloves.
- Masks are required by all staff members.
- Bed linen/duvet is replaced after each departure, and will be placed in bags and brought to laundry for washing.
- Housekeeping uniforms are laundered at the end of each shift for disinfecting. Housekeeping carts & laundry area is sanitized at night with electrostatic sprayer.
- Throughout the day, staff will sanitize lobby restrooms, Health Club, elevator, stair rails.

We appreciate your understanding as we work through this challenging time. We are very proud of our staff and our community. Please let us know if you have any questions or concerns. Thank you.

