



OUR  
CLEANCARE  
PLEDGE





# KATE

## COMMITTED TO CARE.

The current pandemic is unlike any crisis the hospitality industry has seen before. The Saint Kate team is committed to caring for the health and well-being of our staff and guests. To better protect all travelers, guests, and associates, we have created Saint Kate CleanCare Pledge to outline how we will continue to create brilliant experiences for our guests while maintaining physical distancing and safety protocols. This plan is a baseline platform that will adapt to the changing environment.

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WE ARE BETTER  
TOGETHER.

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## YOUR SAFETY IS OUR TOP PRIORITY.

We know that in choosing our hotel for your travels, events, & meetings, you have placed a great amount of trust in our team. Rest assured that your guests will feel comfortable, calm, and most importantly, safe with us.

# HOTEL SAFETY PROCEDURES

## WHAT TO EXPECT DURING YOUR STAY

### ARRIVAL PROCESS:

- Credit Card devices are conveniently placed at the front desk for self-use. Our associates sanitize all devices and touch-point areas between guests. Guest key cards are also sanitized by our associates.
- Bell service is available upon request.
- Information requested from the front desk will be provided via email or through single-use brochures.

*Coming Soon! Mobile check-in and mobile keys*

### PARKING:

- As valet parking requires contact beyond what is currently recommended, the valet will not be available at this time. Please proceed to the parking garage with entrances on both Water Street and Kilbourn Avenue to self park.
- If assistance with bags is required, please park near the entrance on Kilbourn Avenue and an attendant will be available to assist with your luggage.

### PUBLIC SPACES & GALLERIES:

- Public spaces & galleries undergo frequent cleaning, with extra focus on disinfecting high-touch surfaces with EPA approved products and methods. Foggers are utilized to sanitize all public areas and guestrooms. As our occupancy increases and we welcome additional guests, we further increase the frequency of this cleaning.
- Hand sanitizer stations have been installed throughout the property, including all public spaces, elevator landings, food and beverage outlets, and meeting spaces.
- Stanchions and communication signage are displayed in all public spaces to promote safe physical distancing, smart hygiene, and guest traffic patterns.
- Clear protective screens have been placed throughout the hotel where regular interaction with hotel associates occurs, such as the front desk area, and food and beverage outlets.
- We offer text messaging for simple requests and inquiries. Guests simply verify their cell phone number upon check-in to opt-in to this service.
- UV cleaning devices are available at the front desk and concierge station for sanitizing small items such as cellphone, keys, or tablets.
- As per the City of Milwaukee Mask Mandate, issued on July 13, 2020, a mask or face covering is required in the common areas of the hotel. If a mask is needed, guests may request one at the Bar, located just off the hotel lobby. Milwaukee Code s.62-8.



SAINT KATE

THE  
ARTS  
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## *WHAT TO EXPECT DURING YOUR STAY*

### ELEVATORS:

- We ask guests to limit elevator capacity to 2 unrelated guests in each elevator cab. Guests will find “stand here” indicators on the floor to encourage physical distancing will in the elevator.
- Tissue dispensers and small trash receptacles are located inside and outside of each elevator to limit contact with buttons and provide ease of disposal.
- Elevators are sanitized frequently. The frequency of this cleaning increases during higher occupancy periods at the hotel.

### GUESTROOMS:

- Guestrooms are cleaned before arrival with enhanced disinfecting and sanitization methods that go beyond leading hospitality industry standards and the Center for Disease Control guidelines.
- Once the guestroom has been cleaned and sanitized by Saint Kate's housekeeping staff, each guestroom is then inspected by a supervisor. Following the approved inspection, a seal is placed on the guestroom door by the supervisor. This seal will only be broken by the guest when first entering the guestroom.
- Certain amenities have been removed from the guestroom, but can be delivered upon request, including extra pillows, extra blankets, pens, note pads, slippers, robes, a bible, and ice buckets.
- Remote controls have disposable covers.
- To minimize contact, we are no longer providing daily housekeeping in guestrooms. Exceptions will be made if you require ADA accommodation, however, guests may not be present while an associate is providing service to the guestroom.
- Minibar and laundry/dry cleaning services are not offered at this time.

### FITNESS CENTER:

- Fitness equipment has been properly spaced or taken out of use to adhere to physical distancing requirements.
- We ask that no more than 4 guests use the fitness facility at one time, and reservations will be required for use of the fitness center (subject to availability there will be a 30-minute time limit).
- Fitness equipment will be sanitized frequently. After being cleaned and sanitized, a sticker will be placed on the equipment noting it has been sanitized.



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### ASSOCIATES:

- Guests will find associates wearing personal protective equipment. Associates in positions that wear gloves will change them and sanitize their hands between interactions with guests. Additionally, all Saint Kate associates have their temperature taken when they arrive to work each day.
- Formal training in sanitization and safe practices have been implemented with resources from Marcus Hotels & Resorts and Eco-Lab.

### CHECK-OUT:

- Guest folio will be emailed to each guest upon check-out. A printed copy will be available upon request.
- A keycard drop box is available near the front desk for guests to deposit their keycard upon check-out.

### FOOD AND BEVERAGE:

- All seating plans have been revised to reflect six feet of spacing between tables in all dining outlets.
- Contact-less menus are available at each dining location.
- Breakfast and lunch options are available inside Proof Pizza.
- Dinner options are available on-site via carry-out or dine-in at the Bar & Proof Pizza.

### MEETINGS AND EVENTS:

- Conference room layouts have been reconfigured to account for required levels of physical distancing and occupancy maximums.
- Stanchions and communication signage will be highly visible in meeting spaces to promote safe distancing, smart hygiene, and specific guest traffic patterns.
- Tissues and trashcans have been placed at each door to allow for touchless entry and exit.
- Banquet chairs, linen-less tables, and equipment will be sanitized before and after each use.
- The following banquet service modifications have been established:
  - Elimination of self-service buffet stations, preset food items, and community items including condiments, bread baskets, and multiple-use items.
  - All food and beverage stations are serviced by an attendant.
  - Banquet menus have been modified to ensure the safety of all dining guests.



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## WHAT TO EXPECT DURING YOUR STAY

### COMING SOON:

The following outlets are temporarily closed:

- Aria Cafe and Bar
- Giggly
- The Dark Room

### STATUS UPDATES:

Please visit [SaintKateArts.com](http://SaintKateArts.com) find up-to-date information on Saint Kate – The Arts Hotel outlets.

In response to the COVID-19 pandemic, Saint Kate – The Arts Hotel has established the above-enhanced health and safety measures for all of our guests and associates. However, an inherent risk of exposure to COVID-19 exists in any public place where people are present. By visiting Saint Kate – The Arts Hotel, each guest voluntarily assumes all risks related to such exposure. You must follow all posted instructions and directions from our associates while visiting the hotel to help minimize the risk of the spread of COVID-19.

The CleanCare Pledge is subject to change at any time at our discretion to reflect new guidance from health experts, industry best practices, and other developments impacting these protocols. Please contact Saint Kate – The Arts Hotel to confirm the most up-to-date information regarding the CleanCare Pledge.



WE LOOK FORWARD TO WELCOMING YOU TO  
SAINT KATE – THE ARTS HOTEL



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