



Sonnenalp Safety & Cleaning Protocols

Cleaning Products and Protocols

Our hotel uses cleaning products and protocols that meet CDC guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequently contacted surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, and seating areas.

Guest Rooms

Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks and flooring. As a general rule, housekeeping will try to wait 24 hours to enter a check-out-room.

Food & Beverage

High touch areas will be disinfected hourly and logged by a manager including doors, host stand, railings, etc. Service tools such as pitchers, tongs, trays and other multi-use equipment will be sanitized in the dish machine every hour and logged by a manager. Larger items will be sprayed, disinfected, and sanitized. Table tops and chairs will be sprayed with disinfectant and then sanitized after each use. Condiments will be provided in single use applications as needed such as salt, pepper, sauces. Checks and check presenters will either be single use or sanitized after each use. Menus will be single use or will be available via website. Food preparation tables and stations will be disinfected and sanitized every two hours and recorded by a chef. Gloves will be used in conjunction with hand washing policies. The Kitchen area will be deep cleaned and disinfected every day. Room Service trays and tables will be cleaned and disinfected after each use.

Spa/Pool/Fitness Facilities

High touch areas will be disinfected hourly and logged by a manager including but not limited to doors, spa desk, communal areas and railings. Lounge chairs, treatment rooms, fitness facilities, and locker rooms will be sanitized after each use. Pool chemicals will be checked on a daily basis to ensure proper chlorine levels are maintained.

Laundry

All bed linen and laundry will be changed upon checkout and continue to be washed at a high-temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee breakrooms, employee entrances, employee restrooms, loading dock, offices, and kitchens.

Shared Equipment

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.