



# Pelican Peace of Mind

The Resort at Pelican Hill has taken its ongoing commitment to our guests, our associates, and our community, one step further by developing the Pelican Peace of Mind initiative. It is built on three simple but important promises—make it safe, make it easy, make it special.

## 1. Keep Everyone Safe

Our enhanced cleaning and safety protocols have been designed with guidance from state and local officials and the Centers for Disease Control and Prevention (CDC). These protocols govern every aspect of your resort experience and they are continuously updated to ensure we remain in compliance with the highest industry standards.

## 2. Conduct Business With Ease

We believe that doing business with us should be easy, especially during these times of uncertainty. Should plans change, for any reason, please know that we have redesigned our booking and cancellation policies to be as flexible as possible. We are committed to providing you with options and solutions every step of the way to give you confidence in your choice and continue to be your destination of choice.

## 3. Love The Experience

For all that has changed, there is plenty that has not; the unparalleled beauty of the resort, the custom-designed accommodations, the gracious and thoughtful service provided by our associates, and the nearly endless array of unique experiences found right outside your doorstep. We strive for your stay to be safe and worry-free, but most of all, we want your experience to be unforgettable.

The following are some highlights of the Pelican Peace of Mind initiative for all guests.

### SAFE SPACING, NATURALLY

- Perched on 504 acres of unrivaled coastal space offering a sanctuary of seclusion.
- The Resort's natural setting and expansive grounds feature Tuscan-style neighborhoods, with beautifully-landscaped streets and outdoor hideaways to stroll and relax.
- All Bungalows are private, standalone buildings, with no elevators or indoor corridors, and furnished outdoor terraces to soak in the ocean breeze.
- Villas are a private residence located in an exclusive gated enclave, including two-, three-, or four-bedrooms equipped with a private garage, fully-stocked chef's kitchen and dining room, comfortable living room with fireplace, and expansive outdoor terrace.
- Pelican Hill is home to three separate pools and two golf courses, allowing ample space for social distancing.



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- Newport Beach is a haven for outdoor adventure and water sports, including kayaking, boating, cycling, and hiking.

## SAFETY & WELL-BEING MEASURES

### AROUND THE RESORT

- **Enhanced Cleaning:** We have implemented additional cleaning procedures throughout the resort to thoroughly disinfect all areas with a key focus on high-touch surfaces using EPA approved hospital-grade disinfectants and electrostatic misters on surfaces and fabrics.
- **Safely Spacing:** New physical distancing practices are being observed throughout all areas of the Resort and reduced capacities have been implemented at pools, fitness centers, and golf facilities to avoid congestion and allow for physical distancing practices.
- **Guest Accessible Hand Sanitizer:** Multiple touch-free hand sanitizer dispensers have been placed around key guest areas, including our lobby, meeting rooms and other public spaces.
- **Safety Barriers:** We have installed acrylic shields at all service points with less than six feet of physical distancing for protection.
- **New Technology:** New, innovative disinfecting technologies are being explored to enhance our cleaning procedures.

### GUEST ROOMS

- **“Pelican Peace of Mind” Room Tags:** As an extra measure of assurance, we have placed room tags on doors, bathroom amenities, and remote controls to indicate that your room has not been accessed since being thoroughly cleaned.
- **“Pelican Peace of Mind” Personal Wellness Kit:** Upon check-in, each guest will receive an amenity bag including hand sanitizer, face masks and disinfecting wipes.
- **High-Touch Surfaces:** We have elevated our rigorous cleaning of each guest room to thoroughly disinfect all high-touch surfaces with EPA approved hospital-grade disinfectants. These areas include countertops, light switches, electronic controls, doorknobs and handles, bathroom surfaces, faucets, bed and bath amenities, and closets.
- **Contactless Service:** To ensure peace of mind and reduce the frequency of our associates entering your guest room, we offer contactless deliveries whenever possible and housekeeping service every third day of your stay.
- **Digital Materials:** In-room print materials have been replaced with digital alternatives, including an online Compendium and Food & Beverage Menus accessible via a QR code or the television.



# Pelican Peace of Mind

## DINING

- **Safely Spacing:** New physical distancing practices are being observed throughout the restaurants, advanced reservations are required, all members of your party must be present and will be seated at one time, and to avoid congestion please follow the marked paths.
- **Enhanced Cleaning:** We have implemented additional cleaning procedures throughout the restaurants to thoroughly disinfect all areas with increased frequency and a key focus on high-touch surfaces using EPA approved hospital-grade disinfectants and electrostatic misters on surfaces and fabrics.
- **Safety Barriers:** We have installed acrylic shields at all service points with less than six feet of physical distancing for protection.
- **Guest Accessible Hand Sanitizer:** Touch-free hand sanitizer dispensers are available.
- **Menus:** Available with a QR code to easily view on your mobile device or as a single-use menu.
- **Eco-Friendly Packaging:** In-Room Dining prepared meals and snacks to-go will be packaged in single-use, eco-friendly serveware.
- **Limited Contact Service:** To ensure peace of mind, we offer limited contact food & beverage delivery outside the door of your guest room and associates will wear a mask and gloves.

## RECREATION

- **Pools:** Guests may enjoy the Coliseum Pool and Villa Pool (exclusive to Villa guests only) during their stay and are required to maintain proper physical distancing.
- **Fitness Centers:** Located at the Main Estate and Villa Clubhouse (exclusive to Villa guests only) are available for guests' use during their stay with reduced capacities and we have implemented a rigorous cleaning schedule. *(Note: As of December 2020, Fitness centers are temporarily closed)*
- **Safely Spacing:** Pool seating and Fitness Center capacity has been adjusted to allow for physical distancing.
- **Enhanced Cleaning:** Lounge chairs, private cabanas, and Fitness Center equipment will be thoroughly sanitized in between guests.
- **Guest Accessible Hand Sanitizer:** Multiple touch-free hand sanitizer dispensers have been placed at the pool and Fitness Centers.



# Pelican Peace of Mind

## GOLF

- **Reduced Capacities:** Reduced capacities have been implemented at golf facilities to avoid congestion, reservations for tee times are required in advance and arrival should be no more than 15 minutes prior.
- **Safely Spacing:** New physical distancing practices are being observed, including one person per golf cart, unless both are members of the same household.
- **Guest Accessible Hand Sanitizer:** Multiple touch-free hand sanitizer dispensers have been placed around the clubhouse, as well as the restrooms and the locker rooms.
- **Enhanced Cleaning:** An enhanced schedule of servicing, sanitizing, and cleaning all public areas includes common touch points such as door frames, doorknobs, handles, elevator push buttons, and rails.
- **High-Touch Surfaces:** Golf carts will be cleaned using EPA registered disinfectants approved for use against COVID-19 before and after each use. Select items have been removed from carts for your safety and to ensure easy disinfection.
- **Contactless Service:** For your safety, club storage is not available at the facility and associates will not touch guests' bags and clubs.
- **Food Safety:** A selection of pre-packaged food and drink items are available.

## OUR ASSOCIATES

- **Temperature Checks:** All associates are required to pass a temperature check prior to entering the Resort.
- **Personal Protective Equipment:** All associates are required to wear approved personal protective equipment including facial coverings at all times and gloves for select tasks.
- **New Training:** All associates have participated in robust training to ensure stringent health and safety standards while continuing to deliver unmatched guest service.