



# 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 that work for you because we want to be your meeting destination of choice, long after all this is over.

## 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 want your stay to be safe and your event to be worry-free, but most of all, we want your experience to be exceptional.

The following are some highlights of the Pelican Peace of Mind initiative for Meeting & Event Planners. The full program is far more detailed and your Resort Sales Manager would be happy to share additional information with you.

## 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.



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- Pelican Hill is home to three separate pools and two golf courses, allowing ample space for social distancing.
- Newport Beach is a haven for outdoor adventure and water sports, including kayaking, boating, cycling, and hiking.

## MEETINGS & EVENTS REIMAGINED

- **Safe Spacing:** Room set-ups and capacities have been adjusted to allow for physical distancing practices.
- **Enhanced Cleaning:** Additional cleaning procedures have been implemented in all public spaces, meeting rooms, and guest rooms with increased frequency and an emphasis on all high-touch surfaces using EPA approved hospital-grade disinfectants and electrostatic misters on surfaces and fabrics.
- **Open-Air Venues:** Whenever possible, venues with direct outdoor access are encouraged for meetings and networking events.
- **“Pelican Peace of Mind” Personal Amenity Kit:** All meeting attendees will receive an individual amenity bag with notepad, pen, mints, sanitizing wipe and face mask.
- **Guest Accessible Hand Sanitizer:** Multiple touch-free hand sanitizer dispensers have been placed around key guest areas including meeting rooms and other public spaces.
- **Indicated Paths of Travel:** Designated room entrances, exits and paths of travel will be clearly indicated.
- **Staggered Schedules:** To minimize congestion, meeting times and break schedules will be staggered.
- **Individual Meals:** Our culinary team developed individually packaged food & beverage offerings and contactless buffet menus that celebrate Pelican Hill’s passion for seasonally inspired cuisine.
- **Safety Barriers:** We have installed acrylic shields at all service points with less than six feet of physical distancing for protection.
- **Audio Visual:** Technicians will wear personal protective equipment and follow a strict protocol of equipment cleaning and disinfection before and following guest use.



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## CLEAR MINDS & CLEAN SPACES FOR ATTENDEES

- **“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.
- **Safely Spacing:** New physical distancing practices are being observed throughout all areas of the Resort and reduced capacities have been implemented at our restaurants, pools, fitness centers, and golf facilities to avoid congestion and allow for physical distancing practices.
- **“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.
- **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:** Print materials have been replaced with digital alternatives, including an online Compendium and Food & Beverage Menus accessible with a QR code or the television.