



We've Never Been More Ready To Welcome You.

The Strater Hotel's Health & Safety Program – June 2, 2020

As an historic hotel that has operated for over 133 years in one of the best places in this world (our opinion of Durango, but you will think so too!), we take pride in every aspect of our operations to deliver an unforgettable experience to our guests. From our front-of-house team members to our housekeepers and facilities members who polish this living history museum each day, to our culinary crew and exceptional servers, our focus on the health and safety of our guests and employees has always been fundamental to our operations as is our dedication to providing guests with flexibility to modify, customize, or cancel reservations. That's why we always encourage you to Book Direct. Our 88 rooms are unique, and we know their stories. And now, more than ever, we'd love to hear your voice and ensure you of our health and safety practices through a program we've developed called Strater Cares.

As we navigate these new and interesting times, we are continually evaluating every aspect of our operations and taking steps to strengthen employee and guest safety. Please use this as a resource to understand all of the practices we have in place regarding the health and safety of our employees and guests. We look forward to welcoming you to Durango and to its iconic historic hotel — The Strater.

What to Expect When You Arrive

Due to ongoing safety measures, guests arriving to stay with us should expect to experience the following:

- Our Team Members will be wearing masks and any required protective equipment. Please know that we are smiling at you and are so very glad you have chosen to be with us at The Strater Hotel.
- Our entire Strater Team will be operating under social distancing measures and in accordance with the health and safety standards through CDC, Colorado and Local Public Health offices.



- To help with your social distancing efforts in our lobby, we will be using the red velvet rope stanchions that were once used in the historic Henry Strater Theatre. Please take care of one another by maintaining a six foot distance from people who are not in your travel party.
- Hand sanitizing stations filled with locally-made Bear'y Clean Hand Sanitizer from the Honey House Distillery in Durango. 80% alcohol/antiseptic topical solution. We encourage you to use these stations for your safety and those around you. (External Use Only. Flammable).
- Each guest room will receive a personal-sized, locally-made Bear'y Clean hand sanitizer spray to use while you are here as our gift to you.
- Concierge service is available to keep you informed of ways to enjoy Durango's open activities, great outdoor options and more. We will provide you with The Strater Team's ideas on how to Play Outside With Care™. Simply visit or call the Front Desk.
- The Mahogany Grille is open for in-restaurant breakfast. For up-to-date menus and hours, please [Click here](#).
- The Diamond Belle Saloon is open for lunch and dinner. For up-to-date menus and hours, please [Click here](#).
- Take-Out Food Service is available – for up-to-date menus and service hours, please [Click here](#). Fresh take-out menus will be in your room.
- Lower staff numbers than normal. Please be patient with our employees as they navigate shortened shifts and lower numbers.
- Elevator service limited to two people and people within your immediate party. If luggage service is requested, one of our team members will ride the elevator separately and wear appropriate safety gear. We monitor elevator traffic and wipe down the touch points frequently.
- You will find a Strater Cares Inspection Approved Card on your guest room door, assuring you that our Inspectors have inspected your room and it is ready for you (and you alone) to enter.

Working with Experts

We continue to adopt appropriate sanitization measures as prescribed by the Centers for Disease Control and Prevention (CDC) and encourage you to refer to this respected resource as you make your own near-term travel plans. Our company is in frequent contact with local authorities and partners such as the Colorado Governor's Office and local San Juan Basin Health Office to continually monitor the situation on a regional and local level. We are working with all resources available to us to develop new operational protocols in keeping with governmental guidelines. We are closely monitoring government policy changes, CDC guidelines, government mandates, and public health advancements, and will continue to make changes as necessary and appropriate to our operations.



What are We Doing to Keep Employees and Guests Safe?

The Strater Hotel has always made the safety of our guests and staff a top priority. Our operations include hotel guest rooms, food and beverage, and management of many common spaces. We are continually addressing each area of our business to develop a comprehensive set of policies and protocols to enhance safety for our guests and employees.

These ongoing efforts include:

- Increased lobby and lobby bathrooms deep cleaning and disinfecting frequency.
- Disinfecting all door handles, surfaces and equipment frequently in all guest areas.
- A social distancing structure is in place for front desk interactions.
- Communication with guests and employees of the new room cleaning standards, including but not limited to no cleaning of stay-overs or entering guest rooms by staff until check-out.
- Laundry and housekeeping staff have been trained on procedures for handling linens based on guidance from Association for Linen Management (ALM) – all linens are cleaned with bleach and/or disinfectant.
- All employees are required to wear washable masks while working and while on property in communal areas.
- Employees use gloves when handling cleaning chemicals, preparing food, disposing of trash, cleaning bathrooms, if exposed to blood-borne pathogens, handling luggage, and when processing packages and mail.
- While we will miss seeing all of your face, we recommend that all guests wear face coverings while in interior public spaces. (Know we are smiling at you!)
- Employee temperature screenings upon arrival to work using thermal forehead thermometer. Any employee who has indicators of being ill or getting ill is required to stay home. Any employee testing positive for COVID-19 is to remain in quarantine for 2 weeks and test negative before returning to work.
- No-touch solutions for guest transactions (e.g., no signature required for credit card transactions). When a stylus is required for screen signatures, register employee will clean/disinfect between uses.
- Hand sanitizer stations have been placed throughout The Strater for your use.
- Gatherings of more than 10 persons are prohibited in public spaces. Numbers are limited in elevators.
- Receiving employees will disinfect all deliveries upon arrival.

Book and Travel with Confidence



In these uncertain times, it's hard to know when will be the right time to travel again. You can plan and book with confidence knowing that you can cancel your reservation right up to 24 hours in advance of arrival and receive a full refund. Should you have any questions or concerns, feel free to give us a call 800.247.4431. We look forward to sharing our living history museum with you for an enjoyable and safe stay.

Note: These standards and protocols may evolve with time and are subject to change.

El gobernador de Colorado Jared Polis, anunció el lanzamiento de páginas en Facebook and Twiter en español para ayudar a difundir información importante relacionada con la pandemia COVID-19. Pueden visitar la página de [Facebook](#) en y la página de [Twitter](#).