



**UCLA**  
LAKE ARROWHEAD  
CONFERENCE CENTER

# YOUR WELL-BEING IS OUR FOCUS

*For those months  
of selfless care and  
isolation, we extend our  
deepest appreciation!*

We're happy to welcome you back and excited to see you, serve you and aim to exceed your expectations once again.

The safety and well-being of our guests and members of our UCLA Lake Arrowhead Conference Center team is of utmost importance, and as we get back to doing what we do best — taking care of our guests and helping them create lasting memories — we're proceeding with new and measured considerations in mind, expanded health protocols and heightened hygiene standards.

Implementing these steps is important as we navigate the times ahead and the wonderful moments that will come.

**After all, our most joyous times include you.**

## 10 WAYS WE'RE MAKING YOUR TIME WITH US SAFER AND PROVIDING PEACE OF MIND.\*



### FREQUENT CLEANING WITH HOSPITAL-GRADE PRODUCTS

From guest rooms, meeting rooms and food service areas to work spaces and high-touch surfaces like door handles, countertops, water faucets, shower handles, restroom doors, water-filling stations, to name a few, our team is sanitizing and sterilizing around-the-clock.



### HOUSEKEEPING WILL NOT ENTER OCCUPIED ROOMS

Attendants will not enter your room at any time during your stay. Prior to your arrival, your room will be supplied with sufficient amenities. Additional pre-requested items such as linens, will be left outside your room. Rooms are safely and thoroughly sanitized and disinfected between guests.



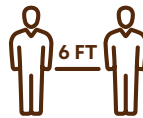
### HAND SANITIZING MADE EASY

For your convenience, dispensers are located throughout the conference center. Guests will be required to use hand sanitizer before high-touch activities, such as checkin, dining and using meeting room space.



### MANDATORY FACE COVERINGS

All individuals are required to wear a face covering if it is probable that another person will be encountered. If a guest does not have a face covering, a face mask will be provided.



### PROMOTING PHYSICAL DISTANCING

A minimum distance of six feet between individuals is to be maintained, including at the pool.



### DAILY HEALTH SURVEY

All employees are required to complete this survey prior to coming to work. If an employee experiences any symptoms of illness they are to stay home.



### MODIFIED MEAL SERVICE

All meals and beverages will be served take-out style by gloved and masked dining attendants.



### REMOTE CHECK-OUT

Quick, easy and contact-free. Simply call the front desk by dialing 0 from your guest room phone. Please leave your key card in your room.



### CASHLESS TRANSACTIONS

For safety, payments received by credit or debit card only.



### HOT BEVERAGE SERVICE

A coffee and tea server will assist in preparing your drinks.

\*Please note, all safety protocols are subject to San Bernardino County and CDC recommendations.