



Royal Park Hotel prepares to re-open announcing industry-leading initiatives partnering with global experts in technology and sanitation

(May 8, 2020 – Rochester, MI-) Royal Park Hotel recently announced its plans to re-open May 18 with a three-phase approach allowing both employees and guests to engage safely following recommended guidelines surrounding COVID-19. The first phase of the hotel’s opening plan will be to offer overnight accommodations, carryout, and curbside pick-up from PARK 600, along with a “Work from Our Home” daily self-meeting package.

Over the past six weeks the Royal Park Hotel team has worked diligently behind the scenes with community partners, industry-leading experts, and health officials, along with WorldHotels & BWH Group, our global partners, to ensure we are providing the highest level of safety & sanitation for our guests and employees.

As a testament to Royal Park’s longtime commitment to these standards, the hotel recently received AAA’s Best of Housekeeping award for 2020. The property was recognized as one of only 25% of AAA members that exceed the standards of cleanliness.

“I have such a high level of confidence in our team and all the innovative safety & sanitation protocols we are currently implementing,” said Sue Keels, Royal Park Hotel general manager. “The guest journey and footprint is evolving, however our passion for hospitality and taking care of people will continue to remain strong! We look forward to welcoming back a second wave of employees who will play an important role in our phase 1-3 approach. Many of our team members have been with us for years and we can’t wait for them to return to our Royal Park Hotel family!”

As the Hotel begins to navigate the process of reopening, it has re-evaluated each protocol to ensure that it aligns with current standards. Many of the sanitation protocols Royal Park has been performing for years will be maintained, and the team will also begin introducing several new initiatives outlined below.

- Royal Park is investing in a state-of-the-art Clorox Total 360 electrostatic sprayer system. It is clinically tested to clean & sanitize 99.9% of viruses and bacteria including hard to reach surfaces.
- P&G hospital-grade cleaning and disinfecting products are being utilized in all areas of the Hotel. This is a practice the hotel has had in place for years, but is now increasing the frequency of use.
- Hotel lobby, elevators, restaurant, meeting space, and other heavily trafficked areas will be equipped with sanitizer stations for guest use.
- Social distancing will be strictly enforced. Plexiglass sneeze guards have been installed in the lobby along with social distancing tape and signage throughout.
- Check-In has gone digital! Offering mobile keyless entry and text messaging capabilities for communication. Guest safety and peace of mind are of the utmost importance.
- All guest rooms will be ionized prior to servicing upon departure to purify the air of bacteria and allergens.
- Duvets are laundered after each departure and rooms are disinfected and sanitized with P&G’s hospital-grade line. In addition, knock & drop sanitation kits to spray down luggage and other belongings will be available for those who would like the additional peace of mind.

- PARK 600 will be utilizing disposable menus and napkins. There will be fewer tables and chairs to ensure proper social distancing, and every table and chair will be sanitized prior to seating the next reservation. As well, DoorDash delivery service and curbside pickup will be available.
- Royal Park is maximizing indoor and vast outdoor spaces for dining, as well as for meetings and events.
- Meetings and events will offer innovative, customized plated meals and individually wrapped options with a strong emphasis on proper social distancing. Each event will have its own sanitizer station and will be monitored for proper social distancing.
- State of the art audiovisual, high-speed WIFI, Zoom Pro, and unique “change of scene” meeting packages are just some of the concepts we are activating to help set us apart.

In the coming months Royal Park will look to open for dine-in service both indoor and on their outdoor terrace at its PARK 600 restaurant. Also, events will look to resume based on the executive orders set forth by the governor.

For a more in-depth safety and sanitation initiative interview, please visit our YouTube channel, website or click [HERE](#).

The Royal Park Hotel, a luxury boutique property, is located 30 miles north of Detroit in Rochester, Michigan. Its 1,200 person-capacity Royal Grand Ballroom setting complements the hotel's English Manor-inspired interior, with 15-foot ceilings, Italian marble flooring and Murano glass chandeliers. For more information, visit www.royalparkhotel.net.