



TRADEMARK COLLECTION<sup>™</sup>  
BY WYNDHAM

# We're Ready for You

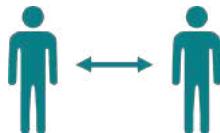
Chula Vista Resort is devoted to providing our guests with excellent experiences – even if that experience may look a little different today. Whether you're staying with us for a meeting, or just for a family getaway, our team members are here to make your stay comfortable, safe and healthy. If you have any questions or concerns, please contact us at **800-388-4782**.

**Here's a look at what you can expect for your upcoming stay:**



## ARRIVAL TO RESORT

If possible, please only have one family member or registered guest go to the front desk to check in.



## SOCIAL DISTANCING & SANITIZATION STATIONS

In our public spaces, such as lobby areas, we will be practicing social distancing. We will have signage available to aid in spacing, as well as team members to help guide you. We have also made Sanitization Stations available throughout the resort – please feel free to use frequently.



## OUR STAFF

Our team is excited to welcome you back – we may look a little different, and we may have some things in between us, but we're still here to serve you.



## ROOM KEYS

Room keys have been sanitized for you. Should you need more keys, or you lose yours, please stop by the Front Desk to get a new sanitized key. Please leave your keys in your room upon your check-out; no need to return them to the Front Desk.



## LUGGAGE SERVICE

For your safety and for that of our team, luggage storage and bell services are temporarily unavailable. In efforts to minimize as many touch points as we can, we ask that guests please store their luggage in their vehicles until their room is ready, or after your check-out.



## HOUSEKEEPING

Our Housekeeping Team is proud to present your room to you – additional sanitization with commercial grade disinfectants on high-traffic areas like doorknobs, light switches, phones, remotes and bathroom/kitchen areas are our promise to you. Stayover Service is also temporarily unavailable at this time, however we are happy to deliver any additional amenities you may need.



## DINING

All of our dining options will be following social distancing guidelines for seating and table arrangements. While some tables/spaces may look open and available, we please ask that you see your host for seating, as these spaces may be involved in the social distancing table arrangement. All utensils, plates, trays, cups and tables have been sanitized with food-grade disinfectants, including pens and check presenters. Our team members have also been trained in additional sanitizing practices to ensure your food can be safely delivered to you.



## WATERPARKS & ATTRACTIONS

Our certified pool experts test our waters multiple times daily to ensure proper levels of sanitization are accurate. Our Park Team Members are also continuously sanitizing areas of the park, such as handrails, restrooms, drinking fountains and doors. We've also sanitized our life jackets after each use for those little swimmers, as we want safety to be available to all guests, no matter how small.



## CONVENTIONS & MEETINGS

For our meeting guests, we've made some changes, too. Our equipment, such as microphones, podiums and staging furniture has been sanitized between each use with continuous-pressure sprayers and hospital grade disinfectant. We've removed items that traditionally sit on your table, such as pens/paper and water glasses/pitchers. Coffee breaks will feature more single-serve options and single-use condiments. But don't worry – there will still be coffee.