



THE HOUSTONIAN HOTEL, CLUB & SPA

The safety of our guests, employees, members and vendors continues to be important to us. The following is an update of wellness measures at The Houstonian Hotel, Club & Spa.

Masks and Face Coverings

Hotel guests and visitors are no longer required to wear masks. We recommend face coverings for guests and visitors who are not vaccinated, except when at the pool or outdoors, or actively eating or drinking.

Common Areas

The cleaning of hotel and club public areas, meeting rooms, ballrooms, equipment and hallways continues to be diligent with Ecolab high-grade disinfectants and anti-microbial products. We have staff dedicated to wiping down high-touch places, concentrating on common areas and areas where fitness classes/workout areas/celebrations/meetings/guests/members have been throughout the day.

Guest Rooms

Our room attendants take additional care to disinfect high-touch places such as counters, door knobs, light switches, toilet handles and TV remotes. Our linens and towels are washed and pressed at high temperatures to kill bacteria.

Sanitation

Restaurant dining rooms, kitchens and bathrooms are thoroughly cleaned and sanitized multiple times a day as per usual. All restaurants are stocked with antibacterial hand sanitizer products, which are readily available to guests, and required for our staff and vendors to use while at the restaurant.

Guest Food Service Safety

We are taking careful steps to limit person-to-person contamination. All chefs are outfitted with FDA food code compliant gloves that are worn during the preparation of any consumable food product. They are also thoroughly washing their hands and following stringent cleaning procedures that exceed the City of Houston's minimum standards. We also work closely with our food vendors who are proactively following CDC guidelines and aligning themselves with current best practices.

BioSafe Cleaning

BioSafe is a patented technology cleaning process we are utilizing throughout the property. This technology converts municipal water into a powerful contaminant-removing, bacteria-killing agent that cleans and sanitizes without the use of chemicals. The engineered water destroys all microorganisms and is a powerful biofilm, fiber, and surface control agent used to disinfect and clean virtually any environment. BioSafe spray bottles and fogging allows us to provide broader application to surfaces and contact areas of the hotel and club. BioSafe cleaning efforts are in addition to the property's on-going cleaning protocols.

Response

In the event that a guest, employee or vendor make us aware that they may be experiencing flu-like symptoms, we will require that individual to seek immediate medical attention. If a guest, employee or vendor requests medical attention we will isolate them in a secure location until EMS transport arrives.

Hotel Cancellation Policy

We continue to offer a flexible, 48-hour prior to arrival cancellation policy for hotel reservations.