

TWO BUNCH PALMS

UPDATED COVID PROTOCOLS

Updated December 7, 2020



Welcome Back

To our valued guest,

We've spent the past several months working tirelessly to remain open in an environment you can enjoy safely, while not sacrificing a true Two Bunch experience. We are monitoring the news daily and we've adjusted our operations to keep up with the changing world. Please note, that we are currently limiting our total occupancy in order to ensure a socially distanced experience.

We will maintain the following protocols as long as necessary to ensure the safety of guests and staff, and we intend on adding additional services, rooms and programs only when the state and county deem it safe to.

We will continue to provide updates in this document and our website. Please use this little guide here, to know what to expect during your escape.

Yours,

The Two Bunch Team

Arrival & Check In

On the day of your arrival, you will receive a link from our digital partner "Canary" in order to complete a contactless, online check-in through your mobile device.

When you arrive at the TBP security gate entrance, we will take a temperature scan to ensure the safety of all. Any guests with readings of 100 degrees or higher will be deferred to management to change their reservation. All guests with readings under 100 will be provided with parking directions as well as their room keys.

To minimize physical contact, we will not be offering valet service during this time. Please note, due to the need for increased sanitization times, we will not be allowing for early check ins before 4 PM or late check outs after 11 AM.



Masks

All guests are expected to wear masks when in public; if you forgot your own mask, we will have them available upon request via text message to 760-676-5000.

Water Bottles

We will be offering individual custom TBP water bottles at \$10 per bottle. We highly encourage you to bring your own bottle. Contactless water filling stations are available in Twine & The Grotto. Additionally, Desert Hot Springs” tap water is clean and drinkable.

The Grotto & Soaking Tubs

The Grotto and Soaking Tubs are open with some limitations. We politely request that all guests abide by the following usage standards: Please respect social distancing guidelines both in and out of the pool; please limit your individual usage of the waters to 1 hour at a time.

Soaking tubs will be sanitized throughout the day, based on a posted schedule at property. The main grotto and various other touch points will be sanitized every 2 hours. Outdoor furniture will be placed to abide by social distancing rules, and we ask that guests refrain from moving furniture around.

The striped green and white towels in the guest rooms are intended for grotto and pool usage. We will not be supplying towels in public areas at this time.

Please note that according to the latest information from the CDC: “There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, or water playgrounds. Additionally, proper operation of these aquatic venues and disinfection of the water (with chlorine or bromine) should inactivate the virus.”

Learn More Link: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Water>



Food & Beverage

Our indoor restaurant will be closed during this time. In the meantime, we will be offering take out and pick up service out of Twine. Self seating is available at the outdoor cafe next to Twine, where guests are welcome to come and go.

Twine will be operating brunch service between the hours of 7AM and 2 PM and dinner service between 5 PM and 9 PM.

Twine will also be open throughout the day with a variety of grab & go items, drinks, cocktails and refreshments for purchase between 7 AM and 5 PM.

Spa

Due to the current guidelines set forth by the State of California, we will temporarily be suspending spa services. We are monitoring the situation daily and will update our website regularly with the latest information.

Housekeeping & Hygiene

We hold our staff and physical property to the highest standards of health and safety, including regular sanitation and internal protocols for cleaning following guidelines set by the CDC and the WHO. A big change for us, is that we will only be providing housekeeping service for your day of arrival and not entering again until you check out.

Upon every departure, a deep cleaning and sanitation will be completed. If you need towels or linens refreshed, we ask you to text us for drop off services only. All staff are required to wear masks and gloves at all times and maintain 6 feet of social distance.



Check Out

On the morning of your departure, you will receive a text message with a link to your folio. If you would like to opt for express check out, simply leave your keys on the bed and head out! If you have any questions regarding your folio, you can always text us at 760-676-5000 or e-mail us at reservations@twobunchpalms.com

We're Ready

Our little oasis is ready - and waiting here for you! We know that now, more than ever, you can really use a respite like Two Bunch Palms. Thank you always for your support and loyalty. We are overjoyed to welcome you back.

See you soon.