



FAENA

HOTEL MIAMI BEACH

HEALTH & SAFETY GUIDELINES

At Faena, the safety and wellbeing of our guests and team members remains our top priority. With your security, safety and health in mind, we have enhanced our health and safety protocols to adhere to the recommendations and guidelines set by the Centers for Disease Control & Prevention and Miami Dade County.

As we navigate these uncharted times, we assure you of our commitment to continuously elevate our standards to provide our guests with a safe and comfortable stay.



Mandatory Masks & Personal Protective Equipment (PPE)

Staff and guests must wear a mask or cloth face covering that covers the nose and the mouth. Guests must adhere to wearing their masks in public areas as mandated by the City of Miami Beach. (CDC guidelines now recommend that individuals wear cloth face coverings when in public settings).



Physical Distancing

6-foot physical distancing policies are implemented throughout the property with floor guides to assist and remind our guests of adequate spacing. Signage and plexiglass barriers are installed to further aid distancing safety measures.



Handwashing & Enhanced Sanitation

Hand sanitizer stations are easily accessible throughout the property. We have enhanced our cleaning protocols and increased the amount of routine cleaning throughout the resort. Increased focus will be placed on high-touch surfaces and common areas using cleaning products that meet EPA guidelines.



Temperature Checks, Screening, Processes, Assistance & Employee Training

All Employees will have their temperature read prior to beginning each workday. For all recordings above temperature of ≥ 99.5 °F (37.5°C) entry will be denied and referred for medical attention. Employees running a temperature are required to stay home.



Cleaning

All public spaces will be cleaned daily using Electrostatic cleaning systems. Enhanced frequency cleaning of all public areas with an increased focus on high touch zones and surfaces to be enforced.



Guestrooms & Suites

All rooms are treated with Electrostatic cleaning systems prior to guest check-in. All housekeepers will wear hotel-issued gloves and masks while practicing enhanced cleaning processes.



Incident Response Protocols

We are focused on reducing the opportunity for a virus to spread on our property. Active protocols are in place to leverage our trained staff to respond in the event of an incident.



Signages & Floor Markings

Signages as well as floor markings will be conveniently displayed in all areas to remind guests of health and hygiene guidelines and to aid in social distancing.



Dining

All menus can be viewed on your personal mobile device using QR codes. All seating will strictly follow the guidelines outlined by the City of Miami Beach. In Room Dining is available with contactless drop off only.



HVAC Controls & Air Quality

Rigorous measures have been taken to provide maximum outdoor air circulation throughout our buildings and guest rooms with air filters that meet or exceed published standards.

We thank you for your kind understanding and look forward to welcoming you back home to Faena Hotel Miami Beach!