

To Our Valued Guests,

The Desmond Hotel Albany is committed to the health and wellbeing of our guests and employees, and we value the trust you place in us when you visit our property. As you plan your next visit, you likely have questions regarding our efforts to address the coronavirus (COVID-19) situation and the precautions we are taking to meet our guest's needs, while doing our part to keep our community safe.

We are closely monitoring the situation and following the recommendations of our local and county departments of health along with the Centers for Disease Control (CDC) and the World Health Organization (WHO), as well as the standards being put into place for us by IHG (InterContinental Hotels Group).

We have been in the business of hospitality since 1974, which includes prioritizing the health and safety of our guests by maintaining high standards of cleanliness throughout our property. While we have always taken pride in upholding these standards, we have implemented additional procedures during this time that include the following:

We have increased the cleaning and disinfecting of all touchpoints such as elevator buttons, door handles, railings, and other surfaces, as well as providing additional hand sanitizer stations in easily accessible locations.

We continue to uphold our disinfecting standards for guest rooms and have increased our attention to specific touchpoints within the room such as remote controls, light switches, telephones, menus, and door handles.

We have increased the frequency for cleaning and disinfecting our shuttle vans.

Our F&B department has implemented additional procedures above the normal department of health code standards in order to ensure guest food service safety during this time.

All employees have been advised to remain home if they feel sick.

We will continue to monitor the situation, as well as state and national control measures, and will modify our procedures as needed in order to maintain the highest levels of cleanliness at our property. In the meantime we continue to ask all guests and employees to take additional steps to help safeguard against the spread of any illness.

Wash your hands often and thoroughly in warm soapy water for at least 20 seconds.

If using an alcohol based hand sanitizer, ensure it contains at least 60% alcohol content.

Cover your nose and mouth when coughing or sneezing.

Refrain from touching your face.

Refrain from shaking hands, hugging or making unnecessary contact when greeting.

Stay home if you are sick.

We thank you for your loyalty, and are committed to implementing all health recommendations in order to deliver a safe experience when visiting our property. Thank you for your shared efforts to keep our community healthy, and we look forward to seeing you soon.

Tyler Desmond
General Manager