



Health and Safety Protocols

We are so pleased to welcome you to Newport and the Mill Street Inn. We want to assure you that the health and safety of our guests and team is a priority for us. This assurance is reflected in our design, our operation, and our firm commitment to you. Please review the following information regarding what you can expect when you arrive and during your stay at the Mill Street Inn.

General Property Information

The cornerstone of Mill Street's luxurious design has been to provide a feeling of spaciousness, privacy and security. The Inn's 23 rooms are spread out over 20,000 square foot building multiple floors and levels. The maximum number of rooms on any floor is 14 on the second floor of the building. The uncrowded campus, and generously large guest corridors and public spaces allow freedom of space and social distancing.

We are following guidelines set by the CDC, the State of Rhode Island and other related government authorities in developing our operational procedures and protocols. These procedures, protocols and adapted operational programming are subject to change based on guidance from the various authorities.

- The property has been deep cleaned and sanitized. We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for our guests and team.
- Hand sanitizer stations are located throughout the property.
- Disposable masks are available upon request at our front desk.
- Although we love our guests, we have asked our team members to discontinue handshaking and to use non-contact methods of greeting.
- All team members will wear masks while on property and will wear gloves as their duties require.
- State regulations currently require guests wear a mask except when in the privacy of their guest room.

Room Guest Arrival and Departures

- On-site parking is available and is self-park only.
- Check-in will be expedited to accommodate minimal contact, and the Guest Services team may be reached by phone at any time for additional assistance.
- After arriving at the Inn, please proceed to the Front Desk in the lobby where you will be checked in and receive your key. All keys are cleaned with a UV wand before being given to guests. Then, you will proceed to your room. Please practice social distancing to the extent possible at the Front Desk area.
- We ask guests to call the Front Desk prior to departure to settle your bill and notify us of your departure time. We will email you a copy of your final bill or you may request one at the Front Desk.

Housekeeping

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch items such as remote controls, light switches, door handles, faucets and water closet handles, temperature control panels, luggage racks and other non-porous items.

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering options for Housekeeping services, please be advised turn down services have been suspended. Your housekeeping preference will be confirmed at arrival.

- Housekeeping Daily Service: Has been paused for guests staying only one or two nights. Daily Drop service is available for these guests.
- Housekeeping 2 Day Service: For those guests staying more than 2 nights, the Mill Street Inn team will not service your room on a daily basis but will enter and service your room on the day after your 2nd night with us. We do ask that guests vacate their rooms while housekeeping is servicing the room.
- Housekeeping Daily Drop Service: We understand some of you may not want to share your space with others once you arrive, so we will stock your room appropriately and are prepared to drop additional supplies and towels at your door upon request. Upon arrival, we will discuss options for additional requests and linen exchanges.
- Turn Down Service: To minimize employee presence in guest rooms, turn down service is paused at this time. Beds will be made with turn down, prior to guest arrival. Turn down chocolates are available for pick up at the Front Desk if you wish.

Paper pads, pens and magazines are available upon request.

Please contact the Guest Services team if you have any questions regarding housekeeping.

Guest Breakfast

- Breakfast is available via in-room dining only and is not currently available in the breakfast room or roof deck. At check in guests will be asked their breakfast menu preferences and desired delivery time. Offerings will include single served or portioned items from local purveyors certain to start your day off well. A breakfast picnic bag will be delivered and left outside your room at the appointed time. Feel free to take the breakfast to the roof deck if you wish. When you are finished with breakfast, please leave the baskets, dishes and waste paper outside your door.

Team Members

- Team Members in all departments have undergone specific training to ensure the highest levels of health, sanitation and hygiene procedures.
- The health of all team members is carefully monitored. All team members undergo extensive Covid-19 training. Daily temperature checks are required for all team members and a daily health log is kept. And, any team member that has any reason to believe they may have been exposed to Covid-19 or the flu, or are showing symptoms of either, are instructed to NOT come to work.

Revised Cancellation Policy

- We have revised our normal cancellation policies effective immediately through August 31, 2020. Guests may now cancel rooms reserved for this period up to 48 hours prior to check-in without penalty. As in the past, there will be a \$25 fee assessed on all cancellations to cover the Inn's credit card processing fees.

Please feel free to contact the Guest Services team if you have any questions regarding our procedures and protocols.

We hope your visit to Newport and the Mill Street Inn creates wonderful experiences and fantastic memories!