

Thank you for selecting Westin Verasa Napa for your upcoming travels to legendary Napa Valley. Westin Verasa Napa is a place where you don't just get up, you rise. And now, more than ever, we want you to rise with confidence.

We want to provide you with the details regarding changes to our services, amenities, and facilities during this time. Here are some of the key changes you can expect from your stay.

Stay Well: Preparing for Your Upcoming Stay

Pack Your Mask



We wear because we care - and we require all guests to do the same. The proper use of masks/face coverings is mandatory in all public areas of the hotel for those 6 years of age and older.

Contact Lite Experience

Through our Marriott Bonvoy™ mobile app, we are able to provide you with the exceptional experience you expect, with minimized contact. All guests are able to check-in online beginning 24 hours prior to the arrival date here:

<https://www.marriott.com/checkin>

Marriott Bonvoy members can use the Marriott Bonvoy App (also available on the App Store and Google Play) to take full advantage of our "Contact Lite" service options, including: Mobile Check-In, Mobile Check-Out, Mobile Key, Chat, and Guest Requests.

Enroll in Marriott Bonvoy

Not a Marriott Bonvoy member yet? [Enroll now](#). And then download the [Marriott Bonvoy App](#) to take advantage of our mobile options plus start earning toward complimentary nights.

Commitment to Clean

We take hygiene and cleanliness standards very seriously. You'll notice several enhancements to our practices throughout the entire hotel which include: Enhanced Public Space and Guest Room Cleaning, Social Distancing Practices, and Use of Masks for all associates. Our Commitment to Clean plan is also posted online here:

<https://whattoexpect.marriott.com/sfonw>.

Housekeeping

Please inform us for any Housekeeping special requests ahead of your arrival (pet beds, rollaways, sofabeds, cribs, cooking supplies, etc), so we may notate these in your

Hours of Operations

We are committed to making our property's amenities available to you while complying with local regulations. Please note these modifications:

In-Room Dining

Available via pick-up from BANK on plates or in boxes
Grab-and-Go breakfast: Saturday & Sunday 8:30-11:30AM
Full menu: Wednesday-Friday, Sunday 4-9PM & Saturday 12-9PM

Menus are viewable on guestroom televisions under Menu, then Guest Info.

Orders can be placed at www.opentable.com/bank-cafe-and-bar or by calling Service Express.

In-room Dining is unavailable Mondays and Tuesdays.

Our lobby coffee station is available from 7-10:30AM daily with an attendant to assist with serving you.

Restaurants

BANK CAFÉ AND BAR
Grab-and-Go breakfast: Saturday & Sunday 8:30-11:30AM
Full menu: Wednesday-Friday, Sunday 4-9PM; & Saturday 12-9PM

**Very limited indoor seating available in accordance with Napa County restrictions. Outdoor seating available weather-permitting. When seating is full, the restaurant will be open for to-go.

Take-out orders can be placed at www.opentable.com/bank-cafe-and-bar or by calling 707-257-5157.

The restaurant is closed Mondays and Tuesdays.

LA TOQUE

Open for outdoor terrace dining and limited indoor dining:
Wednesday -Sunday 5:30-9PM

Reservations are required and can be made through the Tock app, at www.exploretock.com/latoque, or by calling 707-257-5157.

The restaurant is closed Mondays and Tuesdays.

Fitness Studio

Our Fitness Studio will re-open Friday, March 5th, 2021, by reservation only from 6am to 6pm daily at a 2-person maximum. Reservations will be for 45 minutes to allow time for us to thoroughly disinfect the studio before use by the next guest. Please see the Front Desk to reserve a time slot once you arrive on property. A mask must be worn while in the Fitness Studio.

There are Westin workout videos available on your guestroom television as an alternative. If you wish to exercise outdoors, running maps are available at the Front Desk. Bicycles are also available to rent behind our hotel on the river walk.

reservation and provide them before you arrive. There is a limited supply available of some items.

Your guest room is your sanctuary throughout your stay with us. To minimize contact, stayover cleaning services are not provided. Should fresh linens and towels need to be replenished during your stay, bags are provided in guest rooms to put soiled items in so we may collect them safely and replace with fresh linens and towels via contactless pick-up and delivery.

Amenities at Our Property

Valet parking is not available; however, our garage will be open by key access for guests to securely park their cars. If guests wish, there is usually street parking available as an alternative. Our nightly Unwind is not available. Our weekend house car is not running until further notice. We can assist with walking directions to downtown Napa or calling a hired car service for you. Our Bocce court is available to use. Bocce balls are available to use from the Front Desk.

Pool & Hot Tub

Open from 8AM-9PM daily with reduced seating capacity to achieve social distancing. The seating will be first come, first served, with a 2-hour maximum.

Please note masks/face coverings are always required. The only exception to not wearing a mask/face covering is when moving from your seat into the water and back.

Amenity Fee

Our amenity fee has been reduced from \$25 + tax per night to \$10 + tax per night. The amenity fee includes the following:

- Secured Underground Parking
- High-Speed Internet in Guest Rooms
- High-Speed Internet in Hotel Lobby
- Coffee Available in Lobby in the Morning
- Access to Pool, Whirlpool, Fitness Studio, & our Private Bocce Ball Courts

The measures we are taking are part of our unwavering commitment to helping you find your balance. Your Westin Verasa Napa team is here to help you be your best.