

COVID-19 Update and FAQs

UPDATE for La Quinta San Diego Zoo/Sea World Mission Valley

Frequently Asked Questions FAQs:

1. Are the Beaches Open?

San Diego Beaches, including nearby Mission Beach and Ocean Beach, are open and available for walking, swimming, and other recreation, as well as sunbathing. Local, State or National orders are subject to change and may affect our local beaches.

2. Is the Swimming Pool Open?

Currently, our Outdoor Pool is open with Social Distancing measures, from 11 am to 7 pm. There is a limit of no more than 8 people at a time allowed. The hot tub is not open at this time. This situation may change based on City, County or State Guidelines.

3. Is Breakfast Available at the hotel?

Due to current guidelines, breakfast service is not allowed. We are offering Grab and Go Bags at the front desk with a fruit cup, fruit juice, bottle of water and granola bar to allow some service during the restricted period. Grab and Go Bags are available from 6:30-9:30 am weekdays and 7-10 am on weekends.

4. Can we bring our dog?

Yes, our hotel is pet-friendly and there is a limit of two pets per room and dogs cannot weigh more than 75 pounds. We charge a \$20 per night pet fee, with a maximum fee of \$40 per stay for those staying multiple nights. There is a designated “Relief Area” on the west side of the hotel and we ask that guests dispose of pet waste with the bags provided. This helps all of our guests with pets enjoy the pet-friendly options.

5. Is the Fitness Room Open?

The Fitness Room is closed at this time due to current restrictions.

6. Is Guest Laundry available?

Due to the current guidelines, the guest laundry room is closed until further notice.

7. Is there Daily Housekeeping?

For the safety of our guests and staff, there is no stayover cleaning of guest rooms at this time. Additional towels, linen and bath amenities may be requested from the front desk.

8. Is there parking at the hotel?

Yes, we have parking underground and outside the hotel. Daily parking fee is \$12 per vehicle.

9. Are Restaurants Open in the Mission Valley Area?

Many Restaurants have created extra outdoor dining with umbrellas to protect from the sun and heaters to stay comfortable in the evening breeze. This is truly ideal for our area where we have such beautiful weather to enjoy the great San Diego climate.

10. What is open in the San Diego area?

- *San Diego Zoo and Safari Park have reopened to limited numbers-check out Kids Free October deals for specials in October
- *Sea World has partially reopened and has Halloween activities planned in October
- *Balboa Park is open, and some museums have outdoor exhibits: www.balboapark.org
- *USS Midway is open

11. Do I have to wear a mask?

California and San Diego County's public order requires a face covering for all persons aged two and above when in business areas (such as our lobby) or within six feet of another person from a different household.

12. What Safety Measures is La Quinta San Diego Zoo/SeaWorld Mission Valley Doing?

For your protection and that of our team members, we limit 1 person at a time to be in the lobby.

When you enter the lobby, you will see a plexiglass partition at the Front Desk and new Contact-less Check-In. Hand sanitizer in the Lobby and individual wipes are available as well. Public areas are cleaned and sanitized regularly. In the Guest Rooms, collateral has been removed and all high-touch areas have been sanitized before your stay. A checklist of items is featured in the guest room.

13. Smoking - The hotel is 100% non-smoking and smoking is not allowed in rooms, on hallways, stairways or within 25 feet of any structure. The hotel does have a designated smoking area in the front of the hotel and we ask you only smoke there.

Throughout this pandemic, our hotel remained open providing essential accommodations responsibly for the safety of our guests and staff. While occupancy was greatly reduced, we took the opportunity to do some extra deep cleaning, develop new standards and perform preventive maintenance in preparation for our guests.

Our Top Priority is safety and we monitor and continue to implement new measures for hygiene and cleanliness from sources such as the Centers for Disease Control, Brands, local health departments and American Hotel and Lodging Association to provide the best experience for you as you visit our hotel. We thank you for choosing La Quinta San Diego Zoo/SeaWorld Mission Valley and look forward to welcoming you to our hotel with the warmth of hospitality.

HYGIENE AND CLEANLINESS

Extra housekeeping measures are in place for the safety of our guests and staff. Extra focus on high-traffic areas and on high-touch items in guest rooms is ongoing.

Reduced-Contact check-in, hand sanitizing stations and banners encouraging social distancing are examples, and we continue to monitor and add new recommendations. We are working through supply-chain channels to ensure further implementation is completed as quickly as possible.

NEW CANCELLATION GUIDELINES

To offer our guests flexibility during this time of change, we are allowing cancellations or changes up to 24 hours before arrival for the rest of 2020. Some exclusions may apply around special and high-demand dates. For those who book directly with the hotel, we offer the most flexibility should you need to make a change, call us at 619-295-6886.

COMMUNITY COMMITMENT

We never closed and welcomed medical and other first responders and essential travelers with a safe place to stay. Our hotels provided community services including hosting Red Cross Blood Drives, donating supplies to Community Service and Medical Organizations and highly discounted rates for Healthcare Workers.

Our hotels continue to provide special rates to Healthcare and other Essential Workers to thank them for their heroic efforts to flatten the curve of COVID19 in California.