

COVID-19 Update and FAQs

Throughout this situation, Eden Roc Inn & Suites Anaheim 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 what we all want- a Magical Summer!

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 Eden Roc Inn & Suites Anaheim 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

For reservations made after May 15, 2020, cancellations or changes may be made up to 24 hours before arrival. Some exclusions may apply around high-demand dates.

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 Workers to thank them for their heroic efforts to flatten the curve of COVID19 in California.

Frequently Asked Questions FAQs:

1. Is the Pool Open?

Yes, our Outdoor Pool is open with guidelines for social distancing as recommended. This may change based on City, County or State Orders.

2. Is Disneyland Open?

Downtown Disney re-opened on July 9th. Disneyland and California Adventure are pending. This may change based on City, County or State Orders.

3. Are Orange County Beaches Open?

Orange County Beaches, including “Surf City” Huntington Beach, 13 miles from here, 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.

4. Do I have to wear a mask?

California does require a face covering when in business areas (such as our lobby) or within six feet of another person for persons above the age of two.

5. Is the Market Open at the hotel?

Yes, we have a Market in the Lobby for Drinks and Snacks that is Open.

6. What Safety Measures is Eden Roc Inn & Suites Doing?

You will see some when you enter the front door with plexiglass partition at the Front Desk and new Contact-less Check-In. Hand Sanitizer is available as well. In the Guest Rooms, collateral has been removed and all high-touch areas have been sanitized before your stay. A check list of items is featured in the guest room for your reference.