



Coronavirus Talking Points

*The following are **reactive talking points** for any inquiries from guests with current or future reservations who express concern about the impact of coronavirus. Remember that we should never speak outside of our area of expertise. In this case, that is the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and local health organizations and governing bodies. Guests with specific questions pertaining to travel to the destination should be routed to appropriate resources for further information.

Properties should determine cancellation policies if a guest does not feel comfortable traveling to Healdsburg.

Please contact Jaime du Bois at jaimie@healdsburg.com with any questions.

Reactive Talking Points

- The health and wellbeing of our guests and employees are paramount.
- As part of our ongoing commitment to providing clean, safe accommodations and hospitality environments, we have re-instructed all our employees on proper hygiene to prevent the spread of germs.
- We have continued/enhanced our cleaning practices around disinfecting public areas and services that come into regular contact with guests such as doorknobs, elevator buttons, counter surfaces and phones.
- We are monitoring all CDC and Sonoma County Public Health information closely
- The Centers for Disease Control and Prevention is compiling information on the coronavirus outbreak at www.cdc.gov/coronavirus.
- Authorities have not issued any guidance that is specific to travel in the U.S.

Additional Resources:

- California Department of Public Health: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
- Centers for Disease Control & Prevention: <https://www.cdc.gov/coronavirus>
- U.S. Travel Association Resource Page: <https://www.ustravel.org/coronavirus>
- Visit California Coronavirus Resource Page: <https://industry.visitcalifornia.com/coronavirus>
- County of Sonoma Coronavirus Resource Page: <https://socoemergency.org/emergency/novel-coronavirus/>