



Dear Guest,

The Fairmont Scottsdale Princess has a longstanding commitment to cleanliness and safety for our employees and guests. We respect the trust you place in us each time you choose to stay with us. It is our goal to keep you informed of the state of Arizona and Fairmont Scottsdale's protocols for a safe and enjoyable experience when visiting us. The resort has been AllSafe certified by Accor since summer 2020, utilizing the full protocols communicated by Fairmont Hotels and Resorts through this period. Due to the changes within our market, particularly the improved statistics noting a significant reduction in the spread of the virus in Arizona and the expansive vaccination effort that has been available to our residents, we are evolving our practices.

As you are likely aware, Governor Ducey has recently announced the removal of all State imposed COVID-19 mitigation restrictions as of Thursday, March 25th, including mask use in public spaces. Please know that we will continue to monitor and comply with guidance of government authorities, and adjust our operations accordingly should state or local situations change.

First, with this change, effective immediately, masks may be removed while visiting our resort. Note that our employees will continue to wear masks indoors for the safety and comfort of our colleagues and guests, but may remove them outdoors. If a guest is uncomfortable interacting with an employee outdoors, they may ask them to put on their mask during the interaction and they will gladly do so. The resort strongly encourages guests to wear masks while inside public areas when not actively eating or drinking, particularly when in close contact situations like spa treatments or salon services. Each guest should evaluate their personal risk factors and be respectful of others in their area, being courteous to socially distance from others not in their party while not wearing masks.

Secondly, and importantly, we want you to remain confident in all we are—and will continue—to do in our facilities to help keep you, your family, your fellow guests and our team members safe.

**HERE ARE A FEW KEY ITEMS WE WANT TO HIGHLIGHT:**

- Mask wearing is encouraged with signage\* throughout our indoor public areas, with guests recommended to wear masks while engaging in any close contact with guests not in their party
- All colleagues will continue to wear masks while on duty at the resort for the safety and comfort of all guests and colleagues
- The resort exceeds ventilation system capacity recommendations, with state of the art systems throughout our indoor public areas
- The resort encourages frequent hand washing and provides hand sanitizer stations in all key public areas
- The resort utilizes online booking systems and ticket its events, to monitor and control capacity
- Masks will provided in PPE kits in your guest room and available upon request in all key areas where lines may form (i.e., front desk, restaurant and spa lobby's)
- The 65 acres the Fairmont Scottsdale Princess is situated on provides an abundance of wide open outdoor space for guests to enjoy, including six pools, two Championship 18 hole golf courses and spacious outdoor dining patios for our five food and beverages outlets
- Our cleaning protocols are extensive, we have provided intensive training, increased the frequency in high touch areas and utilize hospital grade cleaning products

We look forward to your visit and encourage you to continue to monitor our website, [scottsdaleprincess.com](http://scottsdaleprincess.com) for our most current protocols. We are fully open, with all services now available and are ready to welcome you to our happy place in the Sonoran Desert.

Well Wishes,



**Jack Miller**  
General Manager and Regional Vice President

**\* TOP 5 WAYS TO STAY WELL**

*Recommendations for a safe visit*

1. Wear face coverings in all indoor common areas, particularly when enjoying close contact services (i.e., spa and salon services).
2. Practice social distancing when near guests not in your party.
3. Wash your hands frequently.
4. Utilize hand sanitizer provided in stations throughout resort.
5. Refrain from traveling or utilizing the resort if you have, or recently had, any symptoms of COVID-19 or contact with anyone diagnosed with COVID-19.