



HORIZON
HOTELS COMMITTEE

February 6, 2021

Hotel Committee Notes

HAPPY NEW YEAR to ALL!!

Hope you all had a happy and safe holiday season with your family and friends!

2020 was an unusual year to say the least.....for us, as well as hotels. We all rose to the challenges and we appreciate your understanding when things went somewhat sideways on your overnights. As hotels were brought back on-line, just like at QX, there were changes and restrictions in place to help keep guests and employees safe. Some were an inconvenience, such as supplies being removed from our rooms, but all the changes had our best interest - our safety and welfare - at heart. Just like us, the hotels had a learning curve in how best to ensure their patrons stay safe while getting their businesses up and running again.

Please continue to show the Hotel staff patience, kindness and understanding if things aren't exactly as you'd expect during your stay. They are doing their best to keep up with the ever-changing protocols that are being placed on them and, like us, they are just as stressed.

SAFETY / SECURITY

As your safety/security are a top priority for us, and as per our contract, we have asked Travelliance to ensure our Crews **first name** is not on any hotel sign-in sheet. When signing in, we suggest you print only your last name. By doing this, it avoids showing if the occupant is male or female. Help us keep you and your fellow Crew Members safe. If you should see your **first name** on any hotel sign-in sheet, please scratch it out and notify us immediately as this is a violation of our contract.

On another note, we wanted to assure you we are working with the hotels to make sure the rooms we stay in are as sanitized as possible. Each hotel chain follows their own Corporate Sanitizing Program, in some cases this includes working with Ecolab to ensure the rooms are the cleanest they can be for our



stay. Some items have been removed from the room and in some cases, such as TV remotes and coffee machine accessories, they have been wrapped in a plastic bag and sealed. All hotels have installed hand-sanitizer stations in their lobby, with some properties installing them on every floor at the elevators, along with providing hand-sanitizing packets in the rooms.

With on-going changes during Covid, rest assured we are doing our best to ensure your stays are as safe as possible and we ask you to report, through **CrewConnex**, when they are not!

BUILT JUST FOR YOU!!

Speaking of **CrewConnex**.....did you know this app was built specifically for our Crew to communicate concerns and positive comments to the right people - Travelliance and the Hotel Committee - so when needed, immediate action can be taken. If you have any concerns or positive feedback about a Crew hotel, we'd love to hear about it on **CrewConnex**. Just like us, the hotels also like positive feedback! When other company reporting apps are used, it slows down the resolution process as your Hotel Committee doesn't see them for weeks or months^v.

Help us help you!! Use **CrewConnex**!

HOTEL UPDATES

ANC

We are currently staying at the Hyatt Place and so far, everyone seems to enjoy it. A handful of restaurants are in the area and a Walmart is close by. We've been told the staff are taking great care of you, so thank you for the positive feedback.

SANTA BARBARA

We will be overnighting in SBA for a few months and have secured an awesome property - The Hilton Garden Inn located in Goleta, only minutes from the airport. We have a third-party vendor to provide transportation and all the information about the hotel amenities and shuttle is in your IMD. Located directly across from the hotel is a 24-hour Target with a Market if you have a midnight craving. Diagonally across from the hotel is an outdoor shopping area that includes a Costco, an Albertsons, Starbucks and over 10 restaurants. A CVS pharmacy is just a few blocks away and Goleta Beach is a 3.5-mile walk.

There is free wi-fi, an outdoor sitting area just off the lobby, an outdoor pool, and when restaurants can open, they have an awesome outdoor rooftop restaurant.

REDMOND

We are aware that there have been some issues with crews having to be sent over to the Comfort Inn when the Sleep Inn is at capacity. During December, we averaged more than 35 hotel rooms a night. This number exceeded our original number of booked rooms and we needed to utilize our back-up hotel to accommodate the overflow. Thank you for the reports on **CrewConnex** that let us know about some issues that interfered with your rest. We are going to be looking at another solution, however, in order to stay within our 20 minute radius from the hotel, our options can be limiting in some small towns, such as Redmond. With that said, we will strive to find a solution.

RNO

In case you weren't aware, we moved from the Nugget because they had lowered their rates which attracted clientele that liked to party, rather loudly, and this interfered with our Crew rest and presented a security risk. We moved to our back up hotel until a more permanent property was secured. Last week, the AFA went on site inspections as did the Pilots Hotel Committee representatives. As soon as the company has had a chance to review both reports, we will have their decision so stay tuned!

Thank you again for all your support, suggestions, comments and patience!

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