

Thank you for selecting Westin Verasa Napa for your upcoming travels to legendary Napa Valley. Westin Verasa Napa is a place where you don't just get up, you rise. And now, more than ever, we want you to rise with confidence.

We want to provide you with the details regarding changes to our services, amenities, and facilities during this time. Here are some of the key changes you can expect from your stay.

Stay Well: Preparing for Your Upcoming Stay



Napa County, and most surrounding counties, are mandating masks for all associates and guests while indoors. We ask that all guests continue to wear their masks in all public areas inside the hotel. Masks are available to pick-up near the front entrance in the lobby.

Contact Lite Experience

Through our Marriott Bonvoy™ mobile app, we are able to provide you with the exceptional experience you expect, with minimized contact. All guests are able to check-in online beginning 24 hours prior to the arrival date here: <https://www.marriott.com/checkin>

Marriott Bonvoy members can use the Marriott Bonvoy App (also available on the App Store and Google Play) to take full advantage of our "Contact Lite" service options, including: Mobile Check-In, Mobile Check-Out, Mobile Key, Chat, and Guest Requests.

Enroll in Marriott Bonvoy

Not a Marriott Bonvoy member yet? [Enroll now](#). And then download the [Marriott Bonvoy App](#) to take advantage of our mobile options plus start earning toward complimentary nights.

Commitment to Clean

We take hygiene and cleanliness standards very seriously. You'll notice several enhancements to our practices throughout the entire hotel which include: Enhanced Public Space and Guest Room Cleaning, Social Distancing Practices, and Use of Masks for all associates. Our Commitment to Clean plan is also posted online here: <https://whattoexpect.marriott.com/sfonw>.

Housekeeping

Please inform us for any Housekeeping special requests ahead of your arrival (pet beds, rollaways, sofas, cribs, etc), so we may notate these in your reservation and provide them before you arrive. There is a limited supply available of some items. Your guest room is your sanctuary throughout your stay with us. Please note, we are offering limited housekeeping services at this time. TIDY cleaning will be provided daily. TIDY service includes replacement of used towels and amenities and empty of trash only. On the 3rd and 6th day of each stay on a weekly basis, your guest room will be fully serviced with cleaning, vacuuming, and dusting.

Amenities at Our Property

Valet parking is not available; however, our garage will be open by key access for guests to securely park their cars. If guests wish, there is usually street parking available as an alternative. Our nightly Unwind is not available. Our Bocce court is available to use. Bocce balls are available to use from the Front Desk.

Hours of Operations

We are committed to making our property's amenities available to you while complying with local regulations. Please note these modifications:

In-Room Dining

Available via pick-up from BANK on plates or in boxes
Breakfast: Saturday & Sunday 8:30AM-2PM
Full menu: Wednesday-Sunday 3:30-9:30PM
Menus are viewable on guestroom televisions under Menu, then Guest Info.
In-room Dining is unavailable Mondays and Tuesdays.

Our lobby coffee and tea station is available from 7-10:30AM daily.

Restaurants

BANK CAFÉ AND BAR
Breakfast: Saturday & Sunday 8:30AM-2PM
Full menu: Wednesday-Sunday 3:30-9:30PM
Bar service only: Monday & Tuesday 3:30-10PM
The kitchen is closed Mondays and Tuesdays.
** Outdoor seating available weather-permitting.

LA TOQUE

Open Wednesday -Sunday 5:30-9PM
Reservations are required and can be made through the Tock app, at www.exploretock.com/latoque, or by calling 707-257-5157. Due to the recent spike caused by the Delta variant, for the safety of our team and our guests, we are currently requiring every person entering La Toque to be fully vaccinated, or diagnosed and recovered from COVID-19. The restaurant is closed Mondays and Tuesdays.

Fitness Studio

Our Fitness Studio, located on our lobby level, is open 24/7. There are Westin workout videos available on your guestroom television as an alternative. If you wish to exercise outdoors, running maps are available at the Front Desk. Bicycles are also available to rent behind our hotel on the river walk.

Pool & Hot Tub

Open from 8AM-11PM daily
The seating is first come, first served.

Amenity Fee

Our amenity fee has been reduced from \$25 + tax per night to \$10 + tax per night. The amenity fee includes the following:
Secured Underground Parking
High-Speed Internet in Guest Rooms
High-Speed Internet in Hotel Lobby
Coffee Available in Lobby in the Morning
Weekend Evening House Car
Access to Pool, Whirlpool, Fitness Studio, & our Private Bocce Ball Courts

Pet Fee

A \$75+tax/stay pet fee will be applied to reservations traveling with pet companions. A pet acceptance agreement will need to be signed at check-in.

House Car

Our house car is available on a first come, first served basis, Friday and Saturday evenings from 6-10PM. The house car goes from our hotel to the downtown Napa area only and back. Please see our Valet or Front Desk team for assistance.

The measures we are taking are part of our unwavering commitment to helping you find your balance. Your Westin Verasa Napa team is here to help you be your best.

We look forward to helping you have a restorative and fulfilling stay.