

WELCOMING YOU BACK

to an all new standard of care

The safety and well-being of our Pointe Hilton Tapatio Cliffs Resort guests and team members is always a top priority and that is why we have worked so hard to create precautionary measures to enhance your stay and provide a clean, safe and comfortable environment. We are excited to be part of the Hilton CleanStay program roll out. As products are made available, the new cleaning process will enhance our existing methods, while continuing to deliver unmatched Hilton hospitality.

Below is a list of our new standards as well as the status of resort amenities and food and beverage options available...

Face Masks:

In an additional effort to help stop the spread of COVID-19, **face masks are required to be worn by team members at all times and by resort guests, ages 6 and over, within all indoor public spaces such as the lobby, elevators, gift shop, golf shop, meeting room areas and when entering/exiting dining establishments, etc.** We also request face masks be worn in outdoor public spaces when social distancing away from others outside of your small group/party is not possible.

Pools:

The pools and hot tubs will be open, in accordance with directives from the state and local government. If you need to move the pool chairs for any reason, we ask that you please ensure to maintain the social distancing standard of at least 6 feet away from others.

The Falls Water Village is open 8:00am-8:00pm | Water slide hours are noon-6:00pm.

Cabanas will be available for rent from 10:00am-6:00pm, based on occupancy and availability. For day rates, please call 602-588-7965.

Adult, Family, Hidden Valley, Sunset, Workout Centre, and Presidential pools are open 8:00am-11:00pm.

Guest Suites:

Due to safety protocols, we have modified housekeeping and maintenance procedures. During your stay, guestrooms will be serviced in advance of your arrival and then again upon departure. Should your suite need service or if you need anything to make your stay more comfortable, our Guest Services are just a phone call or text message away.

Extra disinfection of the most frequently touched guestroom areas will be completed – light switches, door handles, TV remotes, thermostats and more. As new standards for Hilton CleanStay roll out, guests will find a Hilton CleanStay Room Seal to indicate that the room has not been accessed since being thoroughly cleaned and disinfected prior to your arrival.

Guests who desire to have a contactless arrival check-in experience may take advantage of our Digital Key technology.

Dining Options:

To ensure your comfort and protection our team is providing extra cleaning and disinfection of top areas in dining spaces and seating has been arranged to accommodate social distancing.

Lobby Bar open 7:00-11:00am, daily, with limited breakfast and beverage options to include Starbucks brewed coffee.

Cascades Café open from 11:00am-7:00pm, daily, serving cocktails and a lunch/dinner menu.

Different Pointe of View open for dinner and the Terrace Room lounge open for cocktails and light appetizers Tue.-Thur. evenings from 6:00pm-9:00pm and Fri. & Sat. evenings from 5:30pm-9:00pm. Reservations strongly suggested.

Guest Suite Dining available Sun.-Thur. from 11:00am-7:00pm and Fri. & Sat. from 11:00am-9:00pm. Orders will be delivered contactless outside guests' doors with single use service ware.

La Cantina open Fri. from 4:00pm-close and Sat. & Sun. from 7am-close, serving cocktails and a grab-n-go/take-out style menu.

Pointe In Tyme closed until further notice.

Other Amenities:

Public Spaces: Social distancing at all times is encouraged for your protection. **To help stop the spread of COVID-19, face masks are required to be worn by team members at all times and by resort guests, ages 6 and over, within all indoor public spaces such as the lobby, elevators, gift shop, golf shop, meeting room areas and when entering/exiting dining establishments, etc.** Area attendants will increase the frequency of cleaning surfaces with recommended cleaning agents, with focus on high touch, high traffic areas. Hand sanitizer will be at key high traffic areas. Guest communication signage will also be visible throughout resort entrances and high traffic areas reminding and encouraging safe practices.

Resort shuttle is currently available daily from 6:00am-10:30pm for transportation around the property.

Lobby Gift Shop is open from 8:00am-8:00pm offering sundries, snacks, beverages, apparel, souvenirs and more.

Guest Laundry is open 24hrs with room key access. Same day dry cleaning services are available for pick-up on Tue. & Fri.

Tennis/Pickleball courts, rackets and balls may be reserved through the Golf Shop.

Lookout Mountain Golf Course is open, with social distancing and other safety guidelines in place. To speak with a Golf Shop representative, schedule a tee time and more, call 602-866-6357.

Workout Centre is open 24hrs with room key access. Hand sanitizer and wipes will be available to wipe down equipment before and after use.

Tocaloma Spa & Salon closed until further notice.

Meetings & Events:

Our meetings and events teams will collaborate with planners to reimagine their meetings with new set-up, food service protocols and entertainment and team building options that allow for social distancing and reduce the number of guests touching surfaces. New cleanliness standards featuring EventReady with Hilton CleanStay will be in place within our meeting spaces and staff will increase the frequency of cleaning surfaces with recommended cleaning agents.

All dining options, hours of operation and other services are subject to change without notice as needs evolve.

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