



UCLA LAKE ARROWHEAD
LODGE
CONFERENCE CENTER & FAMILY RESORT

YOUR WELL-BEING IS OUR FOCUS

We're excited to welcome you, serve you and exceed your expectations!

The safety and well-being of our guests and members of our UCLA Lake Arrowhead Lodge team is of utmost importance. As we continue doing what we do best — taking care of our guests and helping them create lasting memories — we're doing so with new and measured considerations in mind, heightened hygiene standards and expanded health protocols that must be followed by everyone. Implementing these steps is important because we want your wonderful moments with us to be safer ones.

After all, our most joyous times include you.

9 WAYS WE'RE MAKING YOUR TIME WITH US SAFER AND PROVIDING PEACE OF MIND. *



FULLY VACCINATED WORKFORCE

Each of our team members must be fully vaccinated and submit proof of vaccination, per University of California policy.



MANDATORY FACE COVERINGS

All individuals are required to wear a face covering if it is probable that another person will be encountered. If a guest does not have a face covering, a face mask will be provided.



FREQUENT CLEANING WITH HOSPITAL-GRADE PRODUCTS

From guest rooms, meeting rooms and food service areas to work spaces and high-touch surfaces like door handles, countertops, water faucets, shower handles, restroom doors, water-filling stations, to name a few, our team is sanitizing and sterilizing around-the-clock.



HOUSEKEEPING WILL NOT ENTER OCCUPIED ROOMS

Attendants will not enter your room at any time during your stay. Prior to your arrival, your room will be supplied with sufficient amenities. Additional pre-requested items such as linens, will be left outside your room. Rooms are safely and thoroughly sanitized and disinfected between guests.



HAND SANITIZING MADE EASY

For your convenience, dispensers are located throughout the lodge. Guests will be required to use hand sanitizer before high-touch activities, such as check-in, dining and using meeting room space.



DAILY HEALTH SURVEY

All employees are required to complete this survey prior to coming to work. If an employee experiences any symptoms of illness they are to stay home.



CASHLESS TRANSACTIONS

For safety, payments received by credit or debit card only.



REMOTE CHECK-OUT

Quick, easy and contact-free. Call the front desk by dialing 0 from your guest room phone and leave your key card in your room.



WEEKLY COVID-19 TESTING FOR EMPLOYEES

Our team members are tested weekly using a lab developed nucleic acid amplification test that uses sequencing to detect the virus. RT-PCR is also performed using molecularly barcoded primer pairs.

*Please note, all safety protocols are subject to San Bernardino County and CDC recommendations.