

OBLIGATIONS OF HOTELS FOR HEALTHCARE WORKERS PARTICIPANTS

All participants must read these guest obligations and immediately notify the Statewide Travel Program at COVID19Lodging@dgs.ca.gov if these obligations cannot be met.

Violation of these terms may result in any or all of the following: the reservation will be cancelled, you will assume full personal / financial liability for the cost of your stay, and you will not be allowed to reserve another hotel room under this program.

DISCLAIMER: THE PROGRAM HAS COMPLETE DISCRETION IN DETERMINING A PARTICIPANTS' ELIGIBILITY AND ALL ASPECTS OF THE OPERATION OF THE PROGRAM. THE PROGRAM IS NOT INTENDED TO CREATE ANY RIGHTS OR ENTITLEMENT IN THE PARTICIPANTS; RATHER, THIS PROGRAM IS AN GOVERNMENTAL EFFORT TO SLOW THE SPREAD OF COVID-19.

1. Participant must cancel unneeded or unused reservations. Failure to cancel the reservation in accordance with the hotel's cancellation policy will result in charges to the participant and in the cancellation of the remainder of the reservation.
2. Participant must show a valid employee identification from a healthcare facility upon check-in. Failure to produce identification will result in cancellation of your reservation.
3. Participant must provide a valid personal credit card upon check-in. Failure to provide a personal credit card will result in cancellation of your reservation. If the credit card declines, you will also not be allowed to check-in.
4. In addition to these guest obligations, participant must follow all hotel rules and all applicable laws while staying at the hotel. Rude, offensive, or discourteous behavior towards hotel staff or Program staff may result in cancellation of the reservation.
5. Participant must occupy the room during the course of the reservation and no other person(s) are allowed to stay with participant. If, due to your work schedule, you are unable to occupy the room for a 24-hour period, you must immediately contact the program at Covid19Lodging@dgs.ca.gov.
6. Participant may not have visitors in the hotel, including participant's room, at any time.
7. Participant is responsible for hotel services that may be available such as food or room service, parking, laundry or any other services.
8. Participant must be familiar with and take precautions, such as maintaining social distance and avoiding physical contact with other hotel guests or staff, using face coverings and other appropriate personal protective equipment, to prevent the transfer of any illness or contamination of spaces that may spread to hotel associates or other guests.
9. Participant may not use any hotel common spaces including without limitation the lobby or any on- site restaurants, except to gain access to the hotel elevators or staircases; and must, whenever feasible, use alternate entrances or exits that the hotel has designated for the program participant use, instead of using the hotel's main lobby entrance.
10. Participants may arrange for food and beverage to be delivered to a location outside of hotel (i.e., parking lot "field facility") for pick up.

11. Participants may not have in-room deliveries by hotel staff.
12. Housekeeping services may be provided on a limited, as needed basis. During such service, participants must vacate their rooms and remain in a socially distanced location until the service has been completed.
13. Upon check-out from the hotel, each participant must remove any and all supplies, resources, or other items brought into the hotel by the guest. These items may not be discarded on hotel property.
14. Participant may not apply personal or business rewards program/loyalty membership accounts to reservations paid for by the state to accrue points, free nights, etc.

By proceeding with the reservation, each participant hereby acknowledges that he/she has read and will abide by these obligations.

Collection and Use of Personal Information. Agents of the California Department of General Services' (DGS) Statewide Travel Program collect personal information for hotel reservations as authorized by the state of California pursuant to Executive Order N-25-20. CalTravelStore (CTS) and HRS agents use this information to make hotel reservations on the HRS Procure-To-Pay Hotel Platform. Personal information is also shared with the Federal Emergency Management Agency (FEMA), the California Governor's Office, California Governor's Office of Emergency Services (CalOES), the California Government Operations Agency, and the Emergency Medical Services Authority. In addition, any personal information collected is subject to the limitations in the California Information Practices Act and state policy. DGS' general privacy policy is available at: <https://www.dgs.ca.gov/Privacy>. Providing personal information is mandatory. If you do not wish to provide personal information, such as your name, e-mail address, phone number, check-in/check-out dates, medical facility, county, job title, and the likely exposure to COVID-19, the agents will not be able to make your hotel reservations and offer a discounted or free hotel stay.

Access to Your Information. You have the right to review records containing your hotel reservation information that you submitted to CTS and HRS agents. To request access, please contact:

Statewide Travel Program
707 3rd Street, West Sacramento, CA 95605
statewidetravelprogram@dgs.ca.gov
916-376-3974

Possible Disclosure of Personal Information. The information you provide may be disclosed in the following circumstances: 1) With other persons or agencies where necessary to perform their administrative or management duties under the Program, or perform legal duties, and their use of your information is compatible and complies with state law, such as for investigations or regulatory purposes; 2) To another government agency as required by state or federal law; 3) For law enforcement purposes, including the investigation and prosecution of violations of federal, state or local laws, or as required by law or court order.

Effective Date: April 30, 2021

Free privacy protection and computer security resources are available to you at:
<https://oag.ca.gov/privacy/consumer-privacy-resources>