

## **HEALTH AND SAFETY PROTOCOLS**

Dear Partners,

Based upon guidelines provided by the Center for Disease Control and Prevention and the Occupational Safety and Health Administration the following protocols have been created and will be implemented.

### **FRONT DESK AND LOBBY:**

- Agents will minimize guest contact with personnel through a streamlined check-in and check-out process.
- Social distancing measures will be implemented.
- Wellness best practice signs will be prominently posted, and all lobby brochures, magazines and papers will be removed.
- Enhanced sanitization procedures will be in place at the front desk, in the lobby and across guest touch points throughout the hotel with disinfecting taking place regularly.
- Sanitizing stations or wipes will be available throughout the hotel.

### **GUESTROOM AND HOUSEKEEPING:**

- Unnecessary items will be removed from guestrooms, such as paper notepads and pens
- Housekeeping offerings will be modified for stay-over guests, including the elimination of a full cleaning service unless specifically requested by guests.
- Enhanced and thorough cleaning protocols will be implemented in guestrooms. Guest room will not be entered for 24 hours after check-out, at which time switches, linens and all touch points, for example, faucets, door handles, light switches, thermostats, clocks and hangers will be cleaned with chemicals aimed at killing COVID-19

### **TEMPORARY BREAKFAST OFFERINGS:**

- Breakfast Buffet is SUSPENDED
- Enhanced grab-and-go offerings will be implemented with prepackaged food and a beverage.

### **PUBLIC AMENITIES:**

- When allowed to open, public amenities such as swimming pools, and meeting rooms will be cleaned on closely monitored schedules with disinfecting chemicals.

### **HOTEL EMPLOYEES AND STAFF REQUIREMENTS:**

- Hotel employees will follow strict guidelines, including utilizing personal protective equipment, frequent and stringent hand-washing protocols, and housekeepers/laundry staff will wear both gloves and a mask.
- Employee workstations will be cleaned and disinfected after every shift.
- Employees will be empowered to stay home if unwell, communicate their potential exposure to COVID-19 with management, and will be fully educated on how to maintain a safe and clean home.

We have elevated our existing cleaning practices and protocols to a new level. Protecting our guests and employees is our highest priority and today that is most often achieved through a tremendous focus on cleaning practices. Travelers can rest easy knowing that our cleaning standards are in place with our guest and employee's safety and well-being in mind.