

# Health & Sanitation Guidelines

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

We have always had remarkably high standards for cleanliness, but it is even more imperative that we follow strict protocols in a world of COVID-19. We care deeply about our team, our guests, and our communities that we are dedicated to working to the best of our ability to deliver a comfortable, safe, secure stay experience.

Every team member is responsible for reviewing, understanding, and committing to follow these guidelines. We will ask our guests to be our partners in the effort to keep everyone safe.

## 1. Team Members & Guest Health “Priority # 1”

- **Team Member Health Checks.** One Team Member per shift will be responsible for evaluating each Team Member coming to work and will have the authority to send the Team Member home if they show any signs of COVID-19.
- **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property. Tables and other physical layouts will be arranged to ensure appropriate distancing. Team Members will be reminded to practice physical distancing by standing at least six feet away from guests and other Team Members whenever possible. We will comply with, or be more restrictive than, local or state mandated occupancy limits.
- **Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest and Team Member locations.
- **Front of the House Signage.** There will be health and hygiene reminders throughout the property including the location where guests are required to wear masks.
- **Back of the House Signage.** Signage will be posted throughout the property reminding Team Members of the proper way to wear, handle, and dispose of masks, use gloves, wash their hands, sneeze, and to avoid touching their faces.
- **Team Member & Guest Health Concerns.** Our Team Members have been

given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will be ready to provide support to our guests. Team Members are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Team Members and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify our management.

Team Members may be eligible for Paid Sick Leave if they have been advised to self-quarantine or are receiving treatment for COVID-19, or if they are caring for a family member who needs to self-quarantine or get treatment for COVID-19.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at any of our properties, we will work with the CDC guidelines [the guidelines presented by the CDC.](#)

## 2. Team Member's Responsibilities

- **Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All Team Members have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, after entering or exiting a guest room, entering and leaving the building, going on break, and before or after starting a shift.
- **COVID-19 Training.** All Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, and Guest Services.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all Team Members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. Every Team Member entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to Team Members whose responsibilities require them, including housekeeping and public area attendants.
- **Daily Pre-Shift & Timekeeping.** Team Member pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between Team Members. Larger departments will stagger Team Member arrival times to minimize traffic volume in back of house areas. Hand sanitizer will be available at each time-clock location and Team Members will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are

followed and updated per the latest expert guidance.

### 3. The Guest Journey

#### Guest Arrival

Our check-in time is 4 pm to allow enough time to properly complete our enhanced sanitation procedures in the guest rooms.

Guests will be asked to use hand sanitizer and to wear a mask or cloth covering over their face and nose while in public areas in the hotel. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

*Unfortunately, to minimize the risk of cross-contamination, we cannot store guest bags or items before check-in or after check-out.*

#### Guest Sanitation Amenities

- Guests will have access to hand sanitizer throughout the property, wipes where there are common areas/items, and additional resources are available upon request.

### 4. Cleaning Products and Protocols

*Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood-borne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.*

- **Public Spaces.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces, and seating areas.
- **Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, and luggage racks.
- **Daily Housekeeping: Guest Rooms.** For your safety and the safety of our staff, housekeeping services will be limited to cleaning and advanced sanitation measures *between* guest stays only. No staff will enter an occupied room unless there is an emergency. Fresh towels, additional amenities, or additional sheets or pillows will be delivered to the guest door in a sealed bag upon request.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers, and other communication devices, payment terminals, kitchen implements, engineering

tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the properties. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

- **Room Recovery Protocol.** In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol and approval by the local Health Department.
- **Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

## 5. Physical Distancing

*Throughout the property, we will meet or exceed state and local health authority guidelines on proper physical distancing.*

- **Queuing.** Any area where guests or Team Members queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, and dining areas.
- **Hotel Front Desk.** Guest Experience Agents will utilize every other workstation to ensure separation between Team Members whenever possible.
- **Breakfast & Bar.** Restaurants and bars will be open for takeaway service only. Food and Beverages can be enjoyed in room or in areas available around the property. 6 Feet Social Distancing is mandatory between guest parties. Six feet between each seated group/party of guests.
- **Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests.
- **Back of the House.** Physical distancing protocols will be used in the Team Member dining areas, kitchens, shared office spaces, and other high-density areas to ensure appropriate distancing between Team Members.

## 6. Pool/Hot Tub Operations (Reduced hours 7am to 10pm)

### Cleaning & Sanitizing Protocol

- Chaise lounge chairs to be sanitized after each use
- Pools and hot tubs to be maintained by trained individuals who monitor chemical levels and sanitary protocol

### Physical Distancing Protocol

- Chaise lounge chairs set with appropriate physical distancing

- Hot tubs will remain open but limited to one group at a time

## **7. Public Areas**

### **Cleaning & Sanitizing Protocol**

*Team Members will sanitize the following areas at least once per hour:*

- Hotel entry doors
- All handrails
- Exterior benches
- Trash bins
- All Front of the House (FOH) restrooms
- All public areas for guests, including any fitness equipment where available

## **8. Front Office**

### **Cleaning & Sanitizing Protocol**

- Sanitize all guest touch-points after each transaction including EMV Credit Card Devices, pens, and registration countertops
- Room keys to be sanitized before stocking
- Offices to be deep cleaned and sanitized upon a shift change

### **Physical Distancing Protocol**

- Restructure guest queue to provide appropriate six-foot intervals
- Appropriately spaced staff workstations
- Implement peak period queuing procedures, including a Lobby Greeter when needed to limit capacity and manage proper distancing between guests
- Reduced occupancy limits for all public spaces

### **Guest Considerations**

- Interior entry doors to be propped open to minimize guest contact when possible

## **9. Housekeeping**

### **Cleaning & Sanitizing Protocol**

- Carts, trolleys, and equipment will be sanitized at the start and end of each shift
- Guest linens will be delivered and removed from guest rooms in sealed bags
- All items stored on shelves in the Housekeeping closet are placed in bags and not exposed to the open air when not in use
- Back of the house restrooms will be sanitized at least once every four hours
- House phones, in unsupervised/controlled areas, to be removed

### **Physical Distancing Protocol**

- Hotel staff will not enter guest rooms until after check out (guest requests will be left outside of the room)

### Guest Considerations

- All reusable collateral to be removed from rooms; critical information will be placed on single-use collateral and/or electronically shared with guests
- Single-use collateral will be disposed of and changed after each guest
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- All guest amenities will be packaged before being placed in room
- Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, countertops, tables, and chairs
  - Phones, tablets, and remotes
  - Thermostats
  - Cabinetry pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors, and frames
  - Lights and lighting controls
  - Closets, hangers, and other amenities

## 10. Breakfast & Bars

### Cleaning & Sanitizing Protocol

- Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift (if multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use)
- Dining tables, bar tops, stools, and chairs to be sanitized after each use
- Condiments to be served in single-use containers or cleaned after each guest
- Check presenters, votives, pens, and all other reusable guest contact items to be either sanitized after each use or single-use
- Menus will be single-use or Display
- Trays (all types) and tray stands will be sanitized after each use
- Storage containers will be sanitized before and after each use
- Food preparation stations will be sanitized at least once per hour
- Kitchens will be deep cleaned and sanitized at least once per day

### Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entries, waiting areas, and queues (in addition to signage)
- Peak period queuing procedures will be implemented when guests are not able to be immediately sit
- Tables will be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- Reduce bar stool count to provide appropriate physical distancing and meet local and state guidelines and restrictions
- Manage the line flow at quick-serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- Additional quick-serve coffee options to open based on demand and length of physically distanced lines
- Reduced occupancy for all restaurants and meeting spaces

### **Guest Considerations**

- Breakfast will be offered for pick-up and take away.
- All self-serve condiments and utensils will be removed and available from servers
- All straws will be wrapped
- All food and beverage items will be placed on the counter instead of being handed directly to a guest

### **Additional Team Member Dining Area (EDR) Protocols**

- No self-serve food available (including snacks)
- Food to be served by server only
- Single-use cups for beverage (no refills)
- Provide roll-ups for Team Member meals, disposable napkin, and reusable flatware