

MARGARITAVILLE®

July 27, 2020

Fostering a shared responsibility for the well-being of our staff, guests and community has been one of the fundamental values of Margaritaville Enterprises, LLC for the last 20 years.

At Margaritaville, our home is your home. We care deeply for the well-being of our staff, guests, and community; and we're committed to providing you, our valued guest, with fun and escapism in a safe environment.

If you have been here before, when you return, you may notice many areas of our resort are redesigned to provide you with a clean and private space to unwind and escape to the Margaritaville state of mind. Some important highlights are listed here:

- Hand sanitizer stations are prevalent in high traffic customer touch points throughout the property, including meeting areas.
- Signage is posted throughout the public spaces on social distancing, hand hygiene, and sanitation.
- EPA approved cleaning and disinfecting agents that kill the COVID-19 virus are used throughout the property.
- Face coverings for any guest facing associate are currently considered part of our associate's uniforms, with exceptions made for associates' well-being while working outdoors. Gloves will be worn by associates completing specific job functions.
- When reporting to work, associates will receive a wellness check to include a non-invasive temperature check and a screening questionnaire.
- Out of abundance of caution and to minimize person-to-person contact, the housekeeping associates will not enter and service your room during your stay unless requested.
- Traditional buffet service in the restaurant has been revised to follow social distancing guidelines and to increase sanitation procedures. In-room dining has been temporarily suspended.

..... *A state of mind since 1977*

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Steered by our commitment to Health and Sanitation and following expert medical advice to help reduce the spread of COVID-19, Margaritaville Enterprises, LLC is following the American Hotel & Lodging Association's recently expanded Safe Stay Initiative on the recommendation to require the use of face coverings for all guests in common areas and public spaces. Face coverings are effective in preventing the transmission of respiratory droplets that may spread COVID-19. A face covering should be worn to cover the nose and mouth completely, and can include a brand provided mask, a paper or disposable face mask, a cloth face mask, a scarf, a bandana, a neck gaiter, or a religious face covering.

As of Monday, August 3, 2020, Margaritaville Enterprises, LLC is instituting a brand-wide mandate requiring all Margaritaville and Compass Resorts and Hotels to require all guests and visitors to wear face coverings in indoor common areas and public spaces. This requirement will be in place for the foreseeable future.

This mandate shall not be applied to the following individuals:

- 1.) Children under the age of 2
- 2.) Individuals with a medical condition, mental health condition, or disability that makes it unreasonable for the individual to maintain a face covering.

As we welcome guests and team members back to our hotels, resorts, and restaurants, we stand committed to our passion of creating and delivering fun and escapism, in a safe, comfortable environment.

Together we can stay healthy, take care of each other and keep our paradise as pristine as possible.

Fins Up!

Your friends at Margaritaville Lake Resort, Lake of the Ozarks

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