

HOTEL OPERATIONAL PROTOCOLS

COVID-19

TEAM MEMBER RESPONSIBILITY

Prior to arrival team members will complete the health screening questionnaire and receive a temperature check at the team member entrance. If it's over 100 degrees, they will be sent home.

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) or after any of the following activities; using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, and drinking.

PPE – Appropriate PPE will be worn by all team members. Every team member will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees with direct contact with guests and food handling.

GUEST HEALTH

Temperature Checks – Points of entry will be limited to allow our security team to conduct temperature checks. Anyone displaying a temperature over 100 will not be allowed entry into the property, and will be directed towards appropriate medical care.

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, using elevators. Restaurant tables or other physical layouts will be arranged to ensure appropriate distancing.

Hand Sanitizer – Hand sanitizers will be placed at key guest encounters, hotel entrance, front desk, elevator banks, meeting and conference areas.

Signage – There will be health and hygiene reminders throughout the property including instructions to wear masks and practice social distancing and hand washing.

ARRIVAL EXPERIENCE

Van drivers to wipe down seats between runs. Drivers to wear masks and gloves. Wipe down the grab bars getting on to the vans between runs.

A lobby ambassador will greet each visitor to the hotel. Visitors will be screened and asked to use hand sanitizer and to wear a mask (provided by the hotel if they do not have one).

Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices throughout the hotel.

Guests will enter the hotel thru doors that are propped open or automated.

Team members will not open the doors of cars, taxis or Ubers.

Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.

Valet parking services will be suspended.

FRONT DESK

Keys are sanitized.

Promote Digital Key for touchless check in prior to arrival.

Place alcohol-based hand sanitizers

1. Hotel Entrance
2. Front Desk Check In
3. Elevator bank

Lobby Ambassadors stationed in the lobby area to press elevator buttons with gloves to reduce contact.

HOUSEKEEPING

Surface Areas Surfaces are thoroughly treated with hospital grade disinfectants with increased frequency. In guest rooms, we will also be placing disinfecting wipes in each room for guests' personal use.

Guest Room Considerations

Reusable collateral to be removed from guest rooms such as room service menus, guest directories and replaced with single use collateral. Single use collateral to be replaced after each guest.

Extra Pillows and Blankets stored in guest room closet will be removed and available upon request.

Sanitization consideration in the following guest room areas:

Desks, counter tops, tables, and chairs

Phones and remotes, Thermostats

Cabinetry, pulls and hardware

Doors and doorknobs

Bathroom vanities and accessories

Windows and Mirrors

Lights and lighting controls

Irons

Team members wear masks and gloves

Housekeeping Services- Guest and team members health remains our highest priority during this Covid-19 pandemic. We have taken extra precautions to clean and sanitize your room prior to your arrival.

Out of abundance of caution, we will not enter and service your room during your stay. However, if you wish to have your room serviced or fresh towels please contact the front desk

FOOD AND BEVERAGE

Service stations, handrails to be sanitized once per hour.

Dining tables, bar tops, stools and chairs to be sanitized after each use.

Condiments to be served in single use containers.

Check presenters will be single use (such as a post card with a paper clip receipt)

Menus to be single use/disposable.

Kitchen -To be deep cleaned and sanitized after each shift.

All food should be prepared as takeaway and packaged in disposable packaging.

Servers will wear masks.

Tables will have additional separation.

Servers to wear gloves as they place plates down for service to eliminate their hands touch a plate .

MEETINGS

Hand sanitizer stations set up in pre-function areas.

Coffee Break Stations will be set up in multiple areas to reduce crowding.

Restrooms to be propped open to eliminate touch on door handles.

All linen, including underlays, to be replaced after each use.

All buffet and self-serve style to be suspended.

All food and beverage items to be individually plated and served.

Flatware to be provided as a roll up.

Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing.

Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.

FITNESS CENTERS

Equipment will be thoroughly treated with hospital grade disinfectants with increased frequency.

Disinfecting wipes will be available for use before and after use of equipment.

Some cardio stations may be eliminated from use to increase social distancing.