



PERSONAL PROTECTIVE EQUIPMENT

- All associates must have their temperature checked prior to starting their shift.
- All associates must wear a face mask while working.
 - In addition, front desk, housekeeping, engineering, and food & beverage associates must wear disposable gloves.
 - Gloves must be changed, and hands washed between job tasks.
- Front Desk associates will stand behind plastic barriers when interacting with guests.
- We have increased the availability of hand sanitizer and have reminders of health and hygiene throughout the property.

ENHANCED CLEANING & DISINFECTION PRACTICES



- All associates are required to have completed COVID-19 safety and sanitation training.
- All associates are required to wash their hands with EPA approved soap and hot water every 20 minutes for at least 20 seconds.
- The hotel uses Ecolab cleaning and disinfecting products approved by the EPA for killing COVID-19.
- Guestrooms are given a second round of disinfection on all high-touch surfaces before the next guest's stay.
- Increased frequency of cleaning public spaces to every 2 hours including, but not limited to, high touch surfaces.

CLEAN & SAFE



SOCIAL & PHYSICAL DISTANCING

- Signage and decals installed in all high traffic areas to encourage social distancing and denote safe distances for waiting.
- Encourage guests to utilize mobile check-in to reduce face-to-face interactions.
- We have reconfigured lobby and restaurant seating arrangements to meet social distancing requirements.
- Hotels with event space have adjusted seating capacities, floor plans and room configurations to comply with appropriate physical distancing guidelines.

GUEST SERVICES



- Stay over housekeeping services have been eliminated for stays under 7 days. Any stays over 7 days will be cleaned on a weekly basis, following new cleanliness and safety protocols.
 - Contactless trash removal can be coordinated with the front desk.
 - Contactless delivery of amenities, towels, and linens.
- Hotels that typically provide a complimentary breakfast buffet will provide grab-and-go breakfast. Hotels with restaurants will offer take-out service with all packaging and products to be single-use and disposable.
- Pool, fitness center, and business center are closed until further notice.