

# Commitment to Cleanliness

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our properties.

Below are steps we are taking to keep our guests, employees, and community healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans as needed.

Please note that as of July 30, 2021, all guests are required to wear facial coverings in the indoor public areas of the hotel.

## Cleaning Procedures:

- Deeper, more frequent cleaning of high-traffic and high-touch areas using EPA-approved products that eliminate the novel coronavirus.
- Food and beverage outlets will use single-serving condiments and disposable menus.
- Introduction of new cleaning protocol using sanitization products for public spaces.
- High-touch items such as pens and magazines have been removed from guest rooms but are available upon request.
- Hand sanitizer dispensers are placed throughout the hotel.

## Our Ladies & Gentlemen:

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment including masks which they wear at all times.
- Have received training on COVID 19 sanitation protocols.
- Will be overseen by a designated property cleanliness champion.

## Social Distancing Measures:

- Mobile Key feature through the Bonvoy app is encouraged prior to arrival.
- Front desk, bell desk, concierge desk, valet desk, and hostess stand are equipped with plexiglass panels at counters.
- Reduced room entry during guest stay from housekeeping and in room dining.

## Fitness Center:

- The fitness center is open with appropriate social distancing.
- Attendant is on duty and sanitation wipes are readily available.
- Equipment is sanitized between use; high-touch areas are cleaned at regular intervals.
- Floor plans have been modified to increase spatial distancing between equipment and furniture.

## Guest Rooms:

- Daily housekeeping service is provided when the guest is not present in the room.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Deep cleaning of high-touch items such as handles, knobs, pulls, and remote controls.
- High-touch items such as magazines, pens and pads have been removed and are available upon request only.

## Meetings & Events

Meeting and event spaces will be modified to allow for limited touch and proper social distancing. We are partnering with vendors to expand healthy procedures in this new landscape. As always, the Ladies and Gentlemen of our Meetings and Special Events department look forward to bringing your vision to life.

- Seating capacities will be adjusted to ensure alignment with state and local guidance.
- Chime and Bonvoy apps are available to connect with our Ladies & Gentlemen, minimizing in-person interactions.
- Hand sanitizing stations are provided in pre-function areas and are available at the entrance of each meeting room.
- Dedicated staff in all meeting spaces sanitize high-touch areas during refresh and breaks.
- Facial coverings are required for all meeting attendees daily.
- Live-streaming options are available for general session for breakout rooms.
- Tables and chairs will be sanitized after each use and at regular intervals.
- Coffee breaks will be staggered across groups to manage traffic.
- Individual bottled water will be provided instead of water carafes on meeting tables.
- Pads and pens are only available upon request and are sanitized before and after each use.