

HOTEL AND CLUB BEST PRACTICES

This plan details what we will do collectively to keep our guests, employees, and customers safe during this temporary transition/recovery period. It is important that all team members adhere to the policies and procedures set forth to maintain a healthy and welcoming work environment.

Program Overview

Use of Personal Protective Equipment (PPE)

Gloves – Team Members will receive and be required to wear gloves throughout the duration of their scheduled work shift. The only exception will be if the use of gloves creates a safety hazard. In this case, please speak with your department manager.

Masks – Team Members will receive and be required to use masks throughout the duration of their shift unless they do not have contact with fellow Team Members, Residents, Guests or Vendors.

Gloves and masks should be removed carefully to avoid contamination of the wearer and the surrounding area. Goggles should be used whenever there is a risk of splash. Gloves and masks should always be disposed of after cleaning surfaces, handling trash, etc.

Sanitation

Team members must wash their hands with soap and water for 20 seconds. If soap and water are not available, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. At the beginning and end of the shift Team Members must sanitize their work area (keyboards, telephones, desks, etc.). Commercial grade disinfectant will be available in each department. Hand sanitizer will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, etc.

Social distancing

Team Members must follow reasonable social distancing guidelines. Time clock machine will be marked with an "X" every six feet to ensure employees maintain social distance. Team member meals will be disbursed in a "grab and go" format. Employees will be asked to take breaks at their designated workstations. The cafeteria attendant will serve all drinks at the same time as handing out meals.

Temperature Screening

At the beginning of each shift, team members will be asked to submit to a temperature screening as approved by the EEOC. Before going to their work areas, team members must report to the loading dock. Once a team member clocks-in, a trained Security representative wearing appropriate PPE will perform the temperature screening using a contactless thermometer. The data collected will be kept confidential to the extent possible and we ask that team members refrain from sharing medical information with the Security representative. The CDC considers a person to have a fever when he or she has a measured temperature of at least

100.4 °F [38 °C]. If a Team Member has a fever, they will be directed to go home and monitor their fever and other COVID-19 symptoms (i.e. cough, shortness of breath). In this circumstance, team members may use sick hours. If they do not have enough sick hours, the company will pay them for half of their scheduled work shift. Going forward, HR will contact them to assess their ability to return to work. If a Team Member does not want their temperature taken, they will be asked to communicate with HR before reporting to work.

In the case you get in contact with a potential team member or guest with symptoms, contact the manager on duty immediately to file an incident report with security. Please forward this detailed report to the HR team.

Housekeeping

Back of the House

- A) Due to social distancing orders, the Housekeeping common area will not be used for meetings. A designated outdoor patio will be used for daily line ups, daily assignments, keys, and radio distribution
- B) All radios and master room keys must be disinfected before and after use. All printed reports from supervisors, room attendants and house attendants must be filed by leadership wearing gloves
- C) Unscheduled vendor visits are prohibited. Vendors who made an appointment must be told to meet the managers outside by the housekeeping loading dock / or a designated outdoor space. All merchandise and supplies must be delivered at the loading dock platform
- D) Housekeeping team members are responsible for cleaning, sanitizing and disinfection tools and working material/equipment before leaving work. Ensure "Peroxide Multi-Purpose Cleaning and Disinfectant" or another EPA approved chemical is utilized
- E) Lost and found items must be properly stored in a sealed bag and distanced away from other lost and found items. After 30 days, lost and found items will be properly discarded

Front Line

- A) Guestrooms must be quarantined for 24 hours before beginning the cleaning and disinfection process
 - After guest departure, patio doors must be opened, and ventilating fans will be used to increase air circulation in the guestrooms
- B) Stay over rooms will be cleaned ONLY if guest is out of the room. Hotel guests can arrange a scheduled service time with the front desk team
 - There should never be more than two team members in a guest room at one time. Team members must maintain reasonable distance while servicing a guest room
 - Guest personal items will not be touched. Chemicals will not be used on guest belongings
 - Reusable amenity bottles will be sanitized after every guest departure
 - AC / Fan must be turned to 69 degrees during the cleaning process to ensure appropriate air circulation
- C) House attendant must ensure trash, soiled and dirty linen from every room is bagged and handled with caution to eliminate exposure

- Always avoid cross contamination by sealing dirty linen and trash bags and changing gloves after stripping guestroom
- D) Clean and disinfect all areas of guestrooms and common areas including remote controls, lamp switches, door handles, doorknobs, drapery rods, mini-bar handles, hangers, coffee makers, alarm clock, etc.
- Utilize only approved chemicals including: Peroxide Multi-Purpose Cleaning and Disinfectant, 66Heavy Duty Alkaline Bathroom Cleaner and Disinfectant, and disinfectant bleach
 - For electronics, use only Peroxide Multi-Purpose Cleaning and Disinfectant spray on a rag and dry meticulously to avoid pooling of liquids
- E) Ensure the six steps of cleaning are always thoroughly followed
- Cross contamination will be avoided by using proper cleaning rags and clean gloves for every area in the guestroom
- F) All high traffic touch areas and common places must be sanitized and disinfected no less than 3 times a day or after use
- Note pads & pen, magazines or any other reading material must be removed from public spaces
- G) The overnight team will deep clean all public areas and bathrooms. The use of bleach base and disinfectant chemicals will be used to sanitize effectively

Laundry

- A) In order to minimize air contamination, dirty laundry will be handled with care
- All employees handling contaminated items must wear masks and gloves and dispose before touching sanitized spaces/leaving or returning from break periods
- B) Items must be washed in accordance to manufacturer's instructions
- C) Clean and disinfect hampers/other carts that transport laundry according to guidance below for hard or soft surfaces

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Fitness Center

- A) The fitness center will be cleaned 3x per day
- B) Sanitizing wipes will be supplied for hotel guests to wipe down designated area after use
- C) Workout equipment will be reasonably spaced to allow social distancing

Spa/Retail Facilities

Daily Operation

- A) All surfaces must be wiped down with proper PPE and disinfectant
- B) POS terminals will be wrapped in protective plastic and sanitized between shifts
- C) Hangers will be wiped down after each use
- D) Dressing room will be disinfected after each use
- E) Markers will be posted to be sure customers are reasonably distanced from front counter

- F) Extra stock will be removed from shelves/minimal items will be displayed
- G) Fixtures will be relocated to allow more space for social distancing
- H) All testers will be removed from shelves-available by request only and sanitized after use
- I) All customers are required to sanitize hands before entering
- J) All staff must disinfect any surfaces contaminated in the spa and retail facilities
- K) Clothing from the dressing room must be quarantined for 24 hours and sanitized before returning to the floor
- L) Care cards will be offered to customers to wash clothes before use and dispose of bag

Locker Rooms

- A) All areas must be disinfected and sanitized regularly
- B) Phone must be sanitized after each use
- C) Doorknobs/handles will be disinfected throughout the day
- D) All staff must wear proper PPE
- E) Personal product amenities will be available by request only and sanitized after each use
- F) Styling tools will be available by request only and sanitized after each use
- G) Fruit snacks and mixes will be offered in pre-packaged containers
- H) Coffee station will be located behind the front desk and will be available upon request
- I) Chairs and benches will be removed to allow for social distancing
- J) Sink usage will be limited to two members at a time
- K) Showers will be pre-set with two towels-extra towels can be requested at the desk
- L) Only one member will be allowed in the jacuzzi at a time-railing will be sanitized after each use
- M) Steam room and dry sauna will remain closed until further notice
- N) Newspapers and magazines will be removed
- O) TV remote will be kept at the desk
- P) All keys and wristbands for lockers will be sanitized after each use

Treatment Rooms

- A) All staff must wear PPE-gloves and masks
- B) All linen and towels in treatment rooms must be removed and washed after each service
- C) Massage table, headrest, etc. will be disinfected after each treatment
- D) Tea service will be available upon request
- E) All products will be held in pump dispensers-pumps will be sanitized after each use
- F) Clients will be enforced to wear masks during services
- G) The "Quiet Room" will be closed until further notice
- H) Couples massages will be suspended until further notice

Front Office

Social Distancing

- A) It is mandatory that every team member maintain a reasonable distance from guests and other employees
- B) Floors will be marked at the front desk/valet stand to ensure guests are keeping a safe distance when checking in/out or inquiring about something in person

- C) Plexiglass may be installed at the front desk stations to eliminate exposure
- D) Group arrivals will be pre-keyed and registered to ensure a quick and contactless experience
- E) Front doors will be left open throughout the day to limit exposure of door handles
- F) A team member will always be present in the lobby to navigate traffic and be sure that all guests and team members are adhering to guidelines set forth
- G) Excess furniture will be removed to limit gatherings
- H) The front office reception desk will be sanitized after each guest interaction
- I) Infrared thermometers will be available at front desk to conduct temperature checks for our guests and employees
- J) Provision of medical masks and gloves for our guests and employees upon request, subject to availability

Payment Procedures

- A) The use of cash transactions will be discouraged unless necessary
- B) Gloves must always be used during cash transactions-gloves must be disposed of immediately following the transaction
- C) ID and MOP will be checked visually at front desk/valet stand-the chip reader will be presented to the guest so that they can insert their MOP with limited contact
- D) All chip and pin readers will to be wrapped in plastic and clean with disinfectant spray after each use

Room Keys

- A) A drop box will be supplied for all used room keys
- B) Room keys will be sanitized 24 hours after guest use before utilizing again
- C) New room keys will be presented to the guest with gloves in a tray to limit exposure

PPE/Safety & Security

- A) All team members are required to wear a mask and gloves throughout the entirety of their scheduled work shift
- B) All team members must wash/sanitize their hands every hour to limit exposure
- C) Bellman/Valet team members must inquire if guests feel comfortable with luggage assistance before touching personal belongings

Valet Parking

- A) Services will be limited to all hotel guests unless requested
- B) Team members are required to wear a mask and gloves when operating a guest/member vehicle
- C) All team members must adhere to payment procedures listed above

Food & Beverage Operations

Safety Overview

- A) All team members must follow general food safety practices when preparing food
 - Keep food handling equipment / accessories clean, limit interactions with customers and remind them to wash their hands before eating. The goal should be “contact-less delivery” to protect employees and customers
- B) Food services should limit as much bare-hand contact as possible with ready-to-eat foods

***All F&B staff must always wear gloves ***

Menus and Offerings

- Family style and shareable items will be discontinued until further notice
 - Cardstock menus will be laminated for ease of cleaning with disinfectant spray between each use.
- A) Buffet
 - Buffet brunches will be temporarily discontinued until further notice
 - In lieu of brunch, prefixed menus will be offered Sundays and other special occasions
 - B) Cleanliness
 - Changing tablecloth between each seating will be enforced after usage regardless if linen is dirty or not
 - If there are no linens, clean both tables and chairs with disinfectant spray between every seating
 - C) Handling Payments
 - WHO believes that dirty cash could spread COVID-19. Associates needs to wear gloves while handling all payment transactions
 - All employees must sanitize hands between each transaction
 - All POS terminals and credit card terminals needed to be wrapped in plastic and clean with disinfectant spray after each use

Takeout Orders/IRD

- A) Employees can take customer orders by phone or in-person
- B) Guests may stand in line if staff can monitor the line to maintain reasonable physical distancing
- C) Signage will be necessary to enforce policy on social distancing
- D) All beverages must be filled by employees. No self-service beverages or customer refills
- E) Give single-use items like napkins and condiments directly to the customer instead of putting them in a self-service area
- F) Single-service items such as utensils and straws should be wrapped
- G) In room dining will remove all mini bars from the guest rooms-this will be replaced with a laminated menu that can be cleaned after each guest departure

Hostess Stand

- A) Designate one hostess at a time. Employees must wipe down phones and stations with wipes between shifts and change of personnel
- B) Ensure menus are all laminated. Wipe down with EPA cleaning chemicals before and after each use

- C) Regulate guests waiting in line and ensure reasonable physical distancing. Signage will be necessary to enforce policy on social distancing

Restaurants

- D) Ensure seating arrangements provide for reasonable physical distancing
- E) Main Restaurant Floorplan
- Space out tables to allow for reasonable social distancing. If tables cannot be moved, seat guests on every other table
- F) Signage and Advertising
- All changes should be visible and posted in front of each outlet to create a sense of comfort and to promote cleanliness practices
 - Same information should be posted online as well as Social Media
- G) Indoor vs. Outdoor
- If there is a capability to open windows and patio doors – do so. Increasing air circulation keeps fresh air flowing into stale spaces

Pool Operations

- A) Social Distancing in pool requirement and enforced by pool attended and/or manager on duty
- B) Readjusting pool floorplan:
- Space out Cabanas to allow for reasonable social distancing
 - Space out Day Beds to allow for reasonable social distancing
- C) Pool Service
- Protective cover for pool menus which will be cleaned with disinfectant spray after each use.
 - All disposable flatware will be packaged.
 - All glassware will be disposable

Sales and Event Services

Reimagined Banquet Menus

- A) Transitional menus created with social distance in mind
- Plated meals should be encouraged wherever possible
 - Depending on group size, possible pre-fixe menu which will be plated in service area and served directly to the guest
- B) Action Station Add-Ons:
- Cold items are individually packaged for grab and go, while the hot food add-ons are available to supplement. Stations will be distributed throughout meal space when possible. This will prevent too many gathering in lines
 - Chef attendant prepares food to order (at additional labor charge)
 - Server attendant serves directly to guest – cost included in menu pricing
 - Protective barriers in place between guest and food

Setup Standards

- A) Double or triple overlay linens will be used on all tables, no skirts unless rental linen
- B) During meal breaks, top linen will be removed and sent to laundry in plastic trash bags
- C) All linens will be stripped daily including for meeting spaces in continued use by same event
- D) Banquet chairs will be wiped down with disinfectant each evening

Meetings

- A) Remove pre-set pads, pens, mints
- B) Remove pre-set water pitchers
 - Bottled water only or water station at back of the room
- C) Coffee Stations
 - Remain self-service, attendant to disinfect
 - Disposable cups with lids, no ceramic mugs
 - Disposable creamers
- D) Meeting space capacities will dictate in some circumstances the amount of distance that can be placed between guests
 - Distance guests wherever reasonably possible:
- E) Meal Services
 - Guests reminded to wash their hands before meals
 - Sanitation stations will be placed strategically at all meal locations
 - All servers will be required to wear gloves
 - Tables will be distanced as much as event space allows, reduced seating per table whenever possible
 - Outdoor seating will be assumed whenever possible or moved to a separate space from meeting room
 - This will allow time for staff to re-set meeting space and remove soiled linens
 - Silverware will be rolled
 - Pre-set water with paper covers will be supplied
- F) Social Events (Weddings, Galas, etc.)
 - Pre-set rolled silverware will be placed on a charger
 - Pre-set water with paper covers will be supplied

Safety and Security

Our safety and security team continue to work diligently to educate our customers and hold employees accountable to the policies and standards set forth. In addition, they have created a COVID-19 Epidemic Response Plan that outlines guidelines enforced by public health officials. Their objective is to “bolster business continuity through preparation, response, surveillance and communication.”

- A) **Guest Exhibiting Symptoms Consistent with COVID-19**
 - If one observes a guest presenting with symptoms consistent with COVID-19, they must contact Security immediately
 - It is critical that this information stays confidential and is only communicated to those on a need to know basis
 - Security will contact the local authorities.

- Security will communicate with the dispatcher regarding the guest's symptoms, recent places of travel, age, medication that the guest is taking and any allergies
- If ambulance transports the guest to the hospital for COVID-19 symptoms, Security take response to the next level: ▪ Security will contact the Orange County Public Health Agency (714) 834-3500 <http://www.ochealthinfo.com/phs/>
- Security will contact the California Department of Public Health (916) 558-1784 <https://www.cdph.ca.gov/>
- Security will communicate with the General Manager and HR
- Under the directive of the General Manager, Security will contact an emergency bio-hazard cleaning company to disinfect the room
- All guests displaying symptoms who are staying in the resort must be asked to stay in their rooms and team members must NOT enter their rooms

B) *Team Member Exhibiting Symptoms Consistent with COVID-19*

- If one observes a team member presenting with symptoms consistent with COVID-19, they must contact Security & HR immediately
- It is critical that this information stays confidential and is only communicated to those on a need to know basis
- Security and HR will advise the Team Member to go home and to seek medical attention ▪ HR will ask the team member to disclose the name of those he/she has worked with in proximity
- HR will notify the individuals that may have been in proximity with the infected team member
- HR will ask those who have been possibly exposed if they are symptomatic
- HR will ask those who have been possibly exposed to seek medical attention and quarantine themselves
- Infected team member will not be allowed to return unless a doctor's note is sent to HR for approval