



## Welcome!

We sincerely thank you for considering a stay at one of our hotels. Whether you are visiting our beach, harbor, seaside, or mountain resorts, we are fortunate that natural beauty surrounds each of our properties. **Our locations provide beautiful natural settings and walkable environments in this time of social distancing.**

### Our Commitment to a Safe, Clean and Comfortable Stay

High standards for hygiene and cleanliness are very important to us. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19. Specific steps we are now taking include:

#### Associate Health, Safety and Knowledge:

Our Hotel Associates and their knowledge of health and safety practices are essential to an effective cleaning program. Here are some ways we are supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. Our Associates are reminded daily that cleanliness starts with this simple act.
- **Ongoing Training:** In addition to training on new housekeeping and hygiene protocols, Hotel Associates are also completing COVID-19 awareness training.
- **Monitoring our Associates' Health:** We are conducting daily wellness checks of our staff at the start of each shift.

#### Cleaning Products and Standards:

Our hotels use cleaning products and standards which are effective against viruses, including:

- **Guest Rooms:** We use cleaning and disinfecting protocols when cleaning rooms after guests depart and before the next guest arrives. We pay particular attention to high-touch surfaces.
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the Front Desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where Associates work "behind the scenes," we are increasing the frequency of cleaning and focusing on high-touch areas including Associate entrances, break areas and staff offices.

**We look forward to hosting you for a safe and enjoyable stay!**