



## Resort Safety & Wellness Practices

### **BELL | VALET:**

- Valet and bell services are available upon request
- The handles of all guest luggage are sanitized upon request
- Golf carts are sanitized regularly in between uses
- Bellmen carry hand sanitizing wipes with them at all times
- Bellmen sanitize all handrails and door handles on an hourly schedule
- Hand sanitizer is available and clearly displayed at the Bell Stand for guest and team member use
- Guests and visitors will be temperature screened with touchless thermometers upon arrival

### **FRONT DESK:**

- All items touched by a guest or team member are sanitized after every in-person interaction
- Telephones and surfaces are sanitized before and after every shift or each time, the item is used/touched
- Appropriate social distancing maintained during all in-person interactions
- Hand sanitizer is available and clearly displayed at the Front Desk for guest and team member use
- Plexi glass shields installed at front desk

### **HOUSEKEEPING:**

- All Housekeeping Staff are provided with masks and gloves and Housekeeping Staff are trained on the proper use of PPE
- Daily housekeeping and turndown services are available only upon request to promote social distancing and limit Housekeeping Staff exposure to guests
- Laundry Attendants are utilizing PPE when touching all guestroom linen, terry, robes, etc
- During Checkout service, all door handles, telephones, television remotes, amenity bottles and other surfaces are thoroughly sanitized, including outdoor handles and fixtures
- Guestroom patio furniture is thoroughly sanitized during Checkout service
- Each Housekeeping team member has hand sanitizer available to them for frequent use

### **PUBLIC AREAS:**

- Hand sanitizer available in all public areas
- Reusable hand towels replaced with disposable paper towels in all public and employee spaces
- Increased frequency of cleaning and disinfecting of all employee and public restrooms

- Special attention is being paid to door handles, telephones, etc. during service in public areas and offices

### **RESTAURANT | BAR:**

- Tables and chairs in all public spaces spaced to ensure guests are six-feet apart
- All staff using protective face masks
- All tables spaced 6 feet apart
- Maximum table sizes are six guests in elements and four guests in jade bar
- Parties with table sizes above six guests will require private dining
- Dining tables, bar top and all seating areas sanitized after each use
- All common items on tables removed – salt and pepper on request
- All pens and check presenters sanitized before and after use
- Table linens changed between each use
- All silverware provided wrapped in sanitized linen and including a personal sanitizer wipe with the silverware roll-up
- Host stand and all associated equipment sanitized once per hour
- All Food and Beverage Equipment sanitized once per hour
- All common touch points for guests sanitized multiple times per hour
- Single use menus and wine lists
- Single use condiments
- Individually covered straws
- Kitchen and dining rooms sanitized nightly

### **SPA | FITNESS FACILITIES:**

- Use of Industrial Electrostatic Sanitization in all treatment rooms, men's and women's lounges, quiet room, spa lobby, gym and movement studio
- Increased time between spa appointments from 15 minutes to 30 minutes for additional time for sanitizing between each treatment
- Therapists and guests required to wear face masks during treatments
- Masks are available for all guests upon request
- Hairdryers and curling irons will be available on request. Will be sanitized after each use
- Plexi glass shields installed at spa front desk, boutique and each nail station
- Treatment rooms and all equipment cleaned and sanitized after each use
- Showers in the locker room will be cleaned after each use
- Fitness center has been reconfigured to allow for appropriate physical distancing between machines
- Additional cleaning protocols have been implemented to sanitize machines and equipment after each use
- Reduced fitness class capacity to ensure adequate space of social distancing during classes