



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

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
- 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
- Each Housekeeping team member has hand sanitizer available to them for frequent use

PUBLIC AREAS:

- Hand sanitizer available in all public areas
- Increased frequency of cleaning and disinfecting of all employee and public restrooms

RESTAURANT | BAR:

- All staff using protective face masks
- 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 with industrial Electrostatic Sanitizing System

SPA | FITNESS FACILITIES:

- Use of industrial Electrostatic Sanitization System in all treatment rooms, men's and women's lounges, quiet room, spa lobby, gym and movement studio
- 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