

STAY  
A PART  
OF  
**SAFETY**

OMNI  HOTELS  
& RESORTS

# STAY A PART OF SAFETY

## Key Areas Along the Guest Journey



Associates



Cleanliness



Arrival Experience



Traffic Flow



Guest Rooms



Outlets



Banquet Food  
& Beverage



Meeting & Event  
Space



Audiovisual



Amenities &  
Recreation



Spa



Response &  
Protocols



Our top priority has always been, and will continue to be, the safety and well-being of its associates and guests. Additional steps will be taken for associates to ensure all are adhering to local government requirements.

- Associates are required to stay home if they are not feeling well or exhibiting CDC-defined symptoms associated with COVID-19. Associates who appear sick at work will be sent home.
- All associates who prepare or handle food will be required to wear gloves and hairnets/hats, and other protective equipment, such as masks, consistent with government requirements while preparing food or in any food preparation areas.
- Associate common areas (e.g., associate cafeterias, uniform stations, locker rooms) will be routinely cleaned and sanitized.
- All associates will be required to complete thorough training regarding the updated hygiene policy and general best practices. Areas of training will include proper personal hygiene; available preventative measures; steps to protect themselves, associates and guests; and cleaning protocols and requirements throughout each hotel.
- Associates will help remind guests to wear masks when required by local government.



# Cleanliness

Associates will increase the frequency of cleaning, disinfecting and sanitizing of high-touch surfaces and areas with Environmental Protection Agency (EPA) recommended cleansers capable of combating COVID-19.

- High-traffic areas including restrooms, lobbies and other public areas will be routinely cleaned and sanitized.
- We will continue to utilize Ecolab products approved by the EPA as effective disinfectants against COVID-19.
- When available, electrostatic sprayers will be used to all public spaces and common areas daily (including hotel lobby, fitness center, spa and meeting space).
- We will increase the frequency of cleaning and sanitizing food contact areas or disinfecting non-food contact areas, including:
  - Disinfecting high-touch areas frequently including front desk counters, guest room keys, elevator buttons, staircase and escalator railings, restrooms, door handles, and ATM machines
- Additional guest sanitizing stations will be added throughout the hotel in public areas and front desk.
- There will be an increased frequency of trash removal.
- Our engineering team will increase cleaning of HVAC systems, bring in more outside air as allowable, and frequently replace air filters in all spaces throughout the hotel.



# Arrival Experience

New practices will be implemented for associates welcoming guests into our hotels to ensure their experience is friendly and safe.

## **Parking**

- Valet stands will be disinfected frequently and will include appropriate markings for social distancing, when possible.
- We will adjust payment options to allow for a contactless experience, where practical.
- Attendants will wear mask during any guest interactions based on local government requirements.
- Each partnering valet vendor will provide their own brand safety and cleanliness standards. Ask your hotel contact for a copy of the vendor guidelines, if desired.



# Arrival Experience

## Guest Services

- Where practical, front doors will be placed open to limit touch.
- Bell staff will assist guests with bell carts. Guests are not permitted to take carts.
- Bell carts, scooters and wheelchairs will be disinfected frequently.
- Bell closet door will be disinfected daily.
- In-room guest delivery may be temporarily suspended, based on local government requirements. All other guest delivery items will follow a contactless procedure, when possible.

## Lobby

- Where practical, lobby furniture will be repositioned to allow for social distancing.
- High touch-areas will be cleaned and disinfected frequently.

## Elevators, Escalators & Stairs

- Elevator button panels and escalator/stair handrails will be cleaned and disinfected frequently.

## Front Desk

- Where required physical barriers will be used for proper social distancing.
- Check-in and -out process will be limited or contactless, wherever possible.
- Room keys will be disinfected prior to providing keys to guest.
- Select Guest online check-in will be encouraged prior to arrival.
- Alternative check-in locations for groups with a high-volume of arrivals within limited time intervals will be encouraged and arranged to allow for social distancing when possible.
- Associates will utilize texting features in an effort to minimize the use of guest room phones.
- Personal protective supplies are available upon request.





# Traffic Flow

In order to encourage and allow for proper social distancing, certain procedures and protocols will be implemented throughout public areas to limit and reduce person-to-person contact and exposure.

- When required by local government, the hotel will provide informational signage to communicate recommendations, health alerts and guidelines. Signage topics may include (but not be limited to): preventative steps to protect self and others, symptoms of COVID-19, social distancing best practices, and other relevant travel and health alerts.
  - Based on local government requirements, Hotels will provide signage throughout each property noting masks being required for indoor public areas.





# Guest Rooms

Housekeeping associates will implement additional protocols and precautions when cleaning and sanitizing all guest corridors and rooms.

## **Guestroom Corridors**

- When requested housekeeping attendants will deliver with a contactless procedure. Attendants will leave the item(s) outside the door, knock to alert the guest, and then depart.

## **Inside Each Guestroom**

- Guests will have the option to opt into daily housekeeping service.
- Housekeeping staff will use a new cloth in each room to clean and disinfect.
- Single-use condiments and stir sticks will be provided for in-room coffee stations.

## **Inside Each Guestroom (continued)**

- Increased disinfecting of the following areas:
  - All door handles
  - Safety latch and peephole
  - Surface tops such as desks, counter tops, tables and chairs
  - Telephone and keypad
  - TV remote control
  - Alarm clock/cubie winks
  - Thermostats
  - Lamps and light switches
  - Bathroom vanity, fixtures and faucet handles
  - Hairdryers
  - Drapery pull handles and windows
  - Mirrors
  - In-room safes
  - Closet and closet accessories, such as hangers, iron and ironing board, etc.





# Outlets

We are committed to continuing to provide the same high-quality food and beverage selections and world-class service our guests and clients have come to expect. New practices and protocols may be implemented to modify and adjust our current offerings to allow for increased safety and cleanliness for our guests.

## **Cleaning Procedures**

- Cleaning, sanitizing and disinfecting procedures and protective measures include recommendations from CDC and EPA with additional protocols from the Ecolab Lodging Program & Product Guide, at a minimum.
- Cleaning, sanitizing and disinfecting procedure checklists will be implemented and completed per shift by managers.
- Host stations will be sanitized frequently. Where required by local government, sneeze guards or physical barriers will be used.
- All service equipment, common surfaces and high-touch areas (e.g., carts, stations, counters, handrails, serving trays) will be sanitized and disinfected frequently.
- Kitchens will be deep cleaned and disinfected at least once per day. Food preparation stations will be sanitized before and after each use.

## **Physical Distancing Protocols**

- Dining room capacities will adhere to local government requirements.
- Common area furniture that can be moved will either be removed or spaced to encourage proper social distancing as needed (in both dining rooms and bar areas).

## **Service Modifications**

- When possible, QR codes will be used to access online menus.



# Banquet Food & Beverage

We are committed to continuing to provide the same high-quality food and beverage selections and world-class service our guests and clients have come to expect. New practices and protocols may be implemented to modify and adjust our current offerings to allow for increased safety and cleanliness for our guests.

## **Cleaning & Disinfecting Protocols**

- Cleaning, sanitizing and disinfecting procedures and protective measures include recommendations from CDC and EPA with additional protocols from the Ecolab Lodging Program & Product Guide.
- All service equipment, common surfaces and high-touch areas (e.g., carts, stations, counters, handrails, serving trays) will be sanitized or disinfected frequently.

## **Physical Distancing Protocols**

- All room sets will adhere to the seating capacities and parameters outlined under Meeting & Event Spaces section of this document.
- Where required by local government, sneeze guards or physical barriers will be used for interactions between associates and guests (e.g., attendant served buffets or for self-serve buffets).

## **Guest Service Modifications**

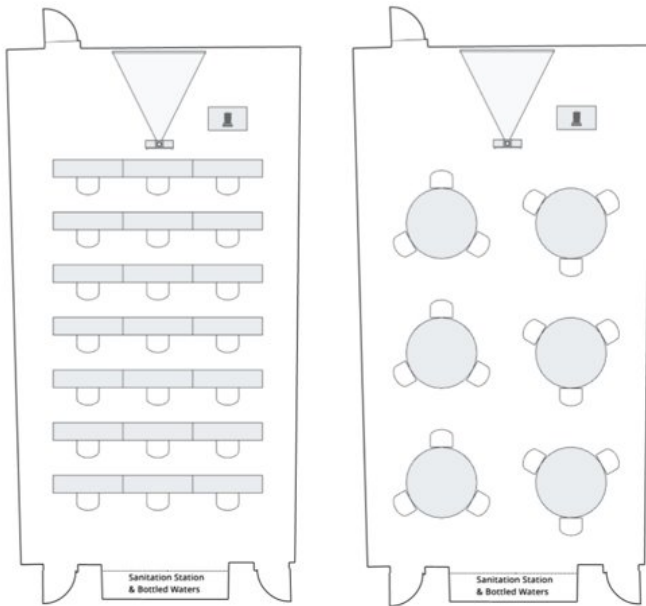
- Single-use, individually sealed food items will be used where practical (e.g., individual bottled water in lieu of water carafes or stations).



# Meeting & Event Space

Meeting and event spaces may be modified to allow for limited touch and proper social distancing, while hotel staff and partnering vendors expand efforts to maintain a clean and safe environment.

- Where practical, doors will be placed open to limit touch.
- Physical barriers (i.e., plexiglass or rope and stanchions) are available for registration desks to promote social distancing upon request.
- Updated seating capacities and room sets are available to promote social distancing upon request. The below is a guide for planners to use at their discretion but we must defer to local government requirements.
  - Strict Sets: Theater-style with 3 chairs spacing; Classroom-style with 1 per 6 ft; Banquet-style 60" with 2-4 seats; Banquet-style 72" with 3-5 seats; Reception-style with 28 - 32 sq. ft. per person; Hollow Square-style 1 per 6 ft.



- Moderate Sets: Theater-style with 1-2 chair spacing; Classroom-style with 2 per 6 ft; Banquet-style 60" with 5-8 seats; Banquet-style 72" with 6-9 seats; Reception-style with 13 - 16 sq. ft. per person; Hollow Square-style with 2 per 6 ft.
- Standard Sets: Theater-style with no chair spacing; Classroom-style with 3 per 6 ft; Banquet-style 60" with 8-10 seats; Banquet-style 72" with 10-12 seats; Reception-style with 9 -12 sq. ft. per person; Hollow Square-style with 3 per 6 ft.



# Meeting & Event Space

- Exhibitions, table and/or booth placements will allow for 6' between fellow exhibitors if required by local government. Exhibitors are encouraged to use a physical barrier to create distance from attendees. Hotel staff will work alongside event planners to organize attendee traffic flow.
- Hotel will recommend larger dance floors and work with entertainment vendors and planners to provide guidance for social distancing if required by local government. The client and individual attendees are responsible for adhering to proper social distancing behaviors.
- Hotel staff will increase the frequency of cleaning and disinfecting of shared items and high-touch surfaces throughout the day, while deep cleaning each night.
- Guest sanitation stations will be provided for hotel meeting and event spaces. Each hotel will have one station per meeting room and pre-function space. Furthermore, each hotel will have one station per approximately 2,000 sq. ft. at a minimum within these locations.



# Audiovisual

Encore is committed to providing a safe and healthful workplace for all team members, customers and business partners. Encore team members will follow the below guidelines concerning general hygiene and disinfecting equipment between uses.

## **Encore Event Technologies**

- Where required by local government, Encore associates who are customer-facing or who come in direct contact with attendees and guests will wear a face mask while on property.
- High-touch equipment such as microphones, clickers/slide advancers, laptop computers and podiums will be disinfected after each session and on a daily basis.
- Encore will provide multiple options to assist planners in providing virtual content to attendees not on site.
- A list of standards can be found on the PSAV/Encore website.



# Amenities & Recreation

Specific procedures and protocols will be put in place at each of our retail outlets and within amenity offerings to increase the frequency and scope of cleaning and sanitizing practices while also allowing for proper social distancing as needed. It's important to note that each individual Omni hotel or resort will follow local government requirements related to recreational activities.

## **Retail Spaces**

- Retail space capacities will adhere to local government requirements.
- Contactless payment transactions will be offered when available.

## **Golf**

- Golf facilities will follow mandates from its local PGA of America chapter.
- Golf carts will be cleaned frequently.
- All loaner clubs and/or rental equipment will be cleaned after each use.
- Bays at driving ranges may be spaced to allow for proper social distancing per local government requirements.

## **Pool**

- Movable pool furniture may be spaced to encourage social distancing.
- All pool furniture and common areas will be cleaned frequently.
- Water in pools, hot tubs and spas are automatically and continuously disinfected through our existing equipment and processes.
- See F&B Outlets for more detailed information.



## Fitness Center

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This machine is closed to allow  
for proper social distancing.

- Proper social distancing will be established for class attendees when required by local government.
- Fitness center capacities will adhere to local government requirements.
- Where required by local ordinance equipment will be reconfigured to allow for social distancing.
- All equipment and surfaces will be sanitized frequently.
- All used towels will be removed frequently by an attendant.

OMNI  HOTELS & RESORTS



Our spa staff will take additional steps and safety precautions understanding there is more person-to-person contact in these environments. These measures have been designed with guest safety and experience in mind.

## **Associates & Cleanliness**

- Each spa location will follow local government requirements relating to sanitation and safety for spa, salon, fitness, retail and hydrothermal amenities.
- Hand sanitizers will be placed throughout the facility for both guest and associate use.
- When required by local government, service providers will wear masks.
- Each spa will maintain its existing high standard of disinfection and sanitation on all high-touch surfaces, workstations, treatment rooms, communal and amenity areas. There will be an increased visibility and frequency of safe and clean practices throughout operational hours.
- Blankets or throws will be provided by request only and washed after each use.

## **Arrival & Welcome**

- Appointment availability may be limited to allow for proper social distancing as needed.
- Sanitizer dispensers will be placed at the entrance of all facilities.
- New seating configurations and locker assignments will promote social distancing.
- Disposable masks are available on request.
- Guests will be able to forgo their access to communal spaces, if requested. The guest can be met in lobby by a service provider and taken directly to the treatment room or service area, if preferred.





## **Treatments**

- Stringent cleaning and disinfection will follow each service, including the replacement or disinfecting of linen, high touch objects, equipment, hard surfaces, dispensers and tools.
- Service providers will be required to wash their hands, per CDC guidelines, with antibacterial soap and warm water for a minimum of 20 seconds before and after each treatment.
- Modified treatment protocol may be implemented to ensure both guest and staff safety. For example, eliminating accessories that cannot be sanitized (i.e., eye pillows or heated neck rolls) and/or guests may be asked to wear a mask during specific parts of a treatment or service.

## **Salon**

- Each guest will be provided with a clean drape.
- Modified service protocols will be implemented to ensure both guest and staff safety.
- All equipment and tools will be disinfected after every use.

## **Retail**

- Additional retail offerings, including single-use items will be used while in the spa, and will offer wellness and immune boosting products.
- Testers will be disinfected frequently throughout operational hours.

## **Hydrothermal**

- We will maintain air quality in these spaces by refreshing sauna air 7-10 times per hour and the steam room air 6 times per hour.



# Response & Protocols

If a hotel guest or event attendee is presumed to have, is exhibiting symptoms of or is lab-diagnosed with COVID-19, the following safety protocol will be enacted.

- Confirm medical assistance needs, call 9-1-1 if necessary, or otherwise isolate the person in a guest room or another private space.
- Initiate internal phone tree that includes loss prevention, as appropriate.
- Consistent with privacy considerations, alert planner/group contact if the individual is associated with an event.
- Where possible, assist health professionals with contact tracing and communication of procedures and guidelines to those impacted.
- Deep clean all known points of contact/exposure, and re-clean impacted common and high-traffic areas on property regardless of when they were last cleaned.
- Hotel team will contact sick individual if they are sheltering in place in a guest room and offer to provide additional assistance.
- If the sick individual is a current guest at Omni Hotels & Resorts, their room (after the guest has checked out) will be immediately removed from inventory until the entire room has undergone an extensive deep clean process.