

STAY A PART OF SAFETY



At Omni Hotels & Resorts, the health and safety of our guests and associates has always been, and always will be, our top priority. COVID-19 has changed every facet of our world and the way we do business. In an effort to **Stay A Part of Safety**, we have updated our already thorough cleaning guidelines and implemented additional processes and procedures to ensure your health, safety and comfort. Within each of our individual hotels and resorts, guests can expect to see the following standards implemented. These protocols will allow our associates to provide exceptional service in a safe environment. All processes and procedures listed below follow the guidelines set forth by the Centers for Disease Control and Prevention (CDC) and each individual Omni location will adhere to local and/or federal mandates. Protocols and guidelines from these authorities are expected to evolve, and as such, so will our below processes and procedures. Similarly, these guidelines meet or exceed the "Stay Safe" initiative set forth by the American Hotel & Lodging Association (AHLA).

We are confident in our entire family of associates' ability to welcome you safely back at our hotels across the country, with the personalized service you've always known and trusted.

We look forward to seeing you soon.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter Strebel".

Peter Strebel
President
Omni Hotels & Resorts

May 12, 2020



Associates/Staff

Associate Guidelines

The top priority for Omni Hotels & Resorts has always been, and will continue to be, the safety and wellbeing of its associates and guests. Additional steps will be taken for its associates to ensure all are adhering to CDC guidelines and recommendations.

- All associates will be subject to a daily health screening which includes a daily temperature check. Any associate who exhibits symptoms of COVID-19 or has a temperature over 100.4 degrees Fahrenheit will not be allowed to work and will be asked to return home immediately. All associates who clear the health screening and temperature check will be required to wear an Omni-branded sticker throughout the duration of their shift to indicate they passed the health screening. A new sticker will be provided for each new workday.

- 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.
- Associates who are guest-facing or who come in direct contact with hotel guests, will be required to wear a face mask and gloves while interacting with guests. All associates who prepare or handle food will be required to wear a face mask, gloves and hairnets/hats while preparing food or in any food preparation areas.
- Associate common areas (e.g., associate cafeterias, uniform stations, locker rooms, etc.) 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.



Cleanliness

Cleaning Protocols

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

- Additional staff members will be added in high-traffic areas, which include restrooms, lobbies and other public areas.
- We will continue to utilize Ecolab products approved by the EPA as effective disinfectants against COVID-19.
- We will increase the frequency of cleaning and sanitizing food contact areas or disinfecting non-food contact areas, including:
 - Sanitizing food contact surfaces and items after each use
 - Disinfecting high-touch areas once per hour 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.
- There will be an increased frequency of trash removal.
- Our engineering team will increase cleaning of the HVAC systems and more frequently replace air filters in all spaces throughout the hotel.



Arrival Experience

Arrival Experience

New practices will be implemented for associates welcoming guests into one of our hotels to ensure their experience is friendly and safe. These practices include the following:

Parking

- For the foreseeable future, we will encourage and offer only self-parking, when possible.
- For valet only hotels, we will create a queuing experience that will allow for proper social distancing.
- Valet stands will be disinfected hourly 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 masks and gloves and utilize new gloves with each vehicle.
- Attendants will disinfect vehicle door, keys, steering wheel, and gear shift upon returning the vehicle to the owner.
- 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.

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 after each use.
- Bell closet door will be disinfected daily.
- For the foreseeable future, shoeshine, guest laundry and dry-cleaning services will be temporarily suspended.
- In-room guest delivery will be temporarily suspended. 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 every hour.
- All self-serve drink stations will be removed.

Front Office/Check-in

- Where possible, physical barriers will be used for proper social distancing.
- Associates will sanitize their hands or change gloves before and after each guest transaction.
- Check-in and -out process will be limited or contactless, wherever possible.
- Room keys will be disinfected prior to providing keys to guest.
- Each individual hotel will design a guest queuing experience that allows for social distancing.
- 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.
- Lobby greeters will provide guidance and support social distancing efforts during peak check-in times.
- Select Guest amenities and deliveries will follow a contactless procedure.
- Select Guest Kids' Bags and Turndown Cookies will be temporarily suspended.
- Associates will utilize texting features as the primary form of communication in an effort to minimize the use of guest room phones.
- Minibar operations will be temporarily suspended.

Elevators/Escalators/Stairs

- Elevator button panels and escalator/stair handrails will be cleaned and disinfected once per hour at a minimum.
- Signage will be posted to recommend four persons per elevator guideline, unless local mandates or proper social distancing calls for fewer individuals.
- Guests and associates traveling up or down escalators will be encouraged to leave two steps between each other.



Traffic Flow

Crowd Control and 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.

- High-foot traffic areas will be designated as one-way passages and include wider aisles, wherever possible.
- Physical distancing indicators will be placed on the ground at key waiting areas such as hotel check-in, event registration, hostess stations and food lines to help attendees maintain appropriate distance.
- Hotel staff will redefine space capacities of high-traffic areas to allow for proper social distancing such as business centers, elevators, public restrooms, food outlets, etc.
- Hotel will provide informational signage to communicate recommendations, health alerts and guidelines from the CDC. Signage topics will 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.



Guest Rooms

Guest Rooms

Housekeeping associates will exercise additional precautions when cleaning and sanitizing all guest corridors and rooms including:

Guest room corridors

- Attendant carts, bins and other tools will be disinfected before and after each shift.
- Guest room linen will be removed with a single-use bag before transporting through the guest hallway to back of house.
- House phones will be temporarily removed from each guest room floor.
- For requested items, 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 guest room

- Upon arrival, sanitation amenities including single-use sanitation wipes and face masks will be added to each guest room.
- Guest rooms will be cleaned daily. In order to reduce person-to-person contact, guest room cleaning will be completed without the guest present. Guests will have the option to decline service.
- Housekeeping staff will use a new rag in each room to clean and disinfect.
- Turn-down service will be temporarily suspended, except for special occasions and when social distancing and proper disinfectant protocols are observed.
- All reusable collateral will be removed and replaced with single-use or electronic versions.
- Disposable collateral will be replaced after each guest.
- Glassware will be substituted with packaged disposable options.
- Single-use and pre-packaged condiments and stir sticks will be provided for in-room coffee stations.

- Extra linen and pillows previously placed in guest room closets will be removed and only provided upon request.
- Elevated 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.
- Once housekeepers sufficiently clean and disinfect guest rooms, they will apply a sticker as a seal to a single-use, plastic bag containing high-touch items, including the TV remote, pen and door hanger, remaining in the room.

Food & Beverage

Omni Hotels & Resorts is 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 will be implemented to modify and adjust our current offerings to allow for proper social distancing and reduce overall contact where possible.



Outlets

Hotel Food & Beverage Outlets

Cleaning Procedures

- Cleaning and disinfecting procedures and protective measures will be modeled after CDC and EPA guidelines with additional protocols from the Ecolab *Lodging Program & Product Guide*, at a minimum.
- Cleaning and sanitizing procedure checklists will be implemented and completed per shift by managers.
- Host stations will be sanitized every hour. Where appropriate, 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 after each use.
- Kitchens will be deep cleaned and sanitized at least once per day. Food preparation stations will be sanitized before and after each use.
- All dining tables and chairs will be sanitized and/or disinfected after each guest use.

Physical Distancing Protocols

- Signage or distance indicators will be used to encourage proper social distancing near or around host stands.
- Dining room capacities will adhere to local ordinances and guidelines.
- When practical, common area furniture that can be moved will either be removed or spaced to encourage for proper social distancing (in both dining rooms and bar areas).

Service Modifications

- Each property will create custom menus that build off existing items that focus on the following:
 - Simple, quality ingredients that reduces the amount of contact in kitchen prep and production areas and
 - Ingredients that are available and can be sourced locally when possible
- Online menus or single-use disposable printed menus will be utilized, when practical.
- All self-serve buffets and preset menu items will be temporarily suspended.
- All table preset service items (e.g., placemats, utensils, drinkware) will be removed. When practical, all condiments will be single-use and individually wrapped (e.g., salt and pepper packets).
- In-room dining will follow a contact-less delivery procedure which will be outlined by each property.



Banquet Food & Beverage

Hotel Banquet & Catering Service

Cleaning and Disinfecting Protocols

- Cleaning and disinfecting procedures and protective measures will be modeled after CDC and EPA guidelines 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 after each use.
- All soiled linens will be replaced after each use and cleaned per CDC guidelines. Additionally, all soiled linens will be transported from the meeting space in sealed plastic bags.

Physical Distancing

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

Guest Service Modifications

- Each property will create custom banquet menus that build off existing items that focus on the following:
 - Simple, quality ingredients that reduces the amount of contact in kitchen prep and production areas and
 - Ingredients that are available and can be sourced locally when possible.
- All self-serve food and beverage items will be replaced temporarily with the following:
 - Attendant served buffets or individually plated meals
 - Attendant served receptions
 - Attendant served coffee and other break functions as appropriate
- Single-use, individually sealed food items will be used where practical (e.g., individual bottled water in lieu of water carafes or stations).
- All cutlery will be provided via flatware roll up or, upon request, sealed individual plasticware.
- Cashless or contact-light transactions will be recommended, when possible.
- All communal fruit and garnish stations will be removed from bars.



Meeting and Event

Meeting & Event Space

Meeting and event spaces will 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 reduce touch points.
- All cleaned and soiled linens will be transported to and from the meeting space in sealed plastic bags, respectively. All soiled linens will be replaced after each use and cleaned per CDC guidelines.
- Physical barriers (e.g., plexiglass or rope and stanchions) will be placed at event registration desks to promote social distancing.
- Hotel will provide complimentary bottled water in place of water carafes or stations in meeting rooms on a temporary basis and note pads and individually wrapped pens will be provided upon request only.
- Updated seating capacities and room sets will promote social distancing. The below is a guide for planners to use at their discretion but must defer to local and state mandates.
 - 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.
 - 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.
 - 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.
- Exhibitions, table and/or booth placements will allow for 6' between fellow exhibitors. 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. 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.
- Hotel and business center associates receiving packages will limit the amount of times packages are moved and by whom. Associates will wear appropriate PPE when accepting or delivering packages.

Encore Event Technologies

- 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 Event Technology associates will use hand sanitizer throughout the day and after every client interaction.
 - Encore associates will follow the same daily health screening requirements as Omni Hotel & Resort associates
 - Additionally, Encore associates who are customer-facing or who come in direct contact with attendees and guests will be required to wear a face mask and gloves while on property
- 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.



Hotel Amenities/Recreation

Hotel Amenities

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. It's important to note that each individual Omni hotel or resort will follow all local and state ordinances related to recreation activities.

Retail Spaces

- The capacity at each retail space will adhere to local ordinance and guidelines.
- Contactless payment transactions will be offered when available.

Golf

- Golf facilities will follow local mandates and recommendations from its local PGA of America chapter.
- Golf carts will be cleaned after each use. Cart use and number of guests per cart will vary by location per the above.
- All loaner clubs and/or rental equipment will be cleaned after each use.
- Bays at driving ranges will be spaced to allow for proper social distancing.
- All golf cart amenities (e.g., tees, pencils) will be preset and all multi-use items (e.g., sand bottles, rakes) will be removed.
- Time between tee-times will be increased to allow for more space between all groups and golfers, as needed.

Pool

- When practical, all moveable pool furniture will be spaced to encourage social distancing.
- All pool furniture and common areas will be cleaned frequently per CDC guidelines, at a minimum.
- Water in pools, hot tubs and spas are automatically and continuously disinfected through our existing equipment and processes.
- All linens and service items will be sanitized after every use.
- *See F&B Outlets for more on pool bars and poolside service.*

Fitness Center

- All equipment and surfaces will be sanitized between every class and/or after each guest use.
- All used towels will be deposited into a closed container and removed hourly by an attendant.
- The capacity at each property will be limited based on local guidelines and restrictions.
- Proper social distancing will be established for class attendees.
- Where practical, reconfigured equipment placement will allow for social distancing.
- Communal fruit and water stations will be removed.

SPA & SALON

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, including:

Arrival and Welcome

- New capacity limits and scheduling modifications will be implemented during the arrival and welcome process. This includes the use of an assigned check-in or queuing process to limit the number of guests in the lobby at one time.
- Appointment availability will be limited to allow for proper social distancing.
- Sanitizer dispensers will be placed at the entrance of all facilities.
- New seating configurations and locker assignments will promote social distancing.
- Plexiglas partitions will be used at check-in and -out areas.
- Disposable masks and gloves will be made 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.
- All menus and collateral will be single-use.

Associates/Cleanliness

- Each spa location will follow all local, state and federal guidelines relating to regulatory sanitation and safety guidelines for spa, salon, fitness, retail and hydrothermal amenities.
- Hand sanitizers will be placed throughout the facility for both guest and associate use.
- Pre-shift touchless temperature checks will be required for all associates and service providers.
- Associates and service providers will wear personal protective equipment, including masks, gloves and protective garments, as appropriate. All PPE will be changed after each treatment.
- Each spa will maintain its existing high standard of disinfection and sanitations on all high-touch surfaces, workstations, treatment rooms, communal and amenity areas after each use. There will be an increased visibility and frequency of safe and clean practices throughout operational hours.
- Self-serve beverage and snack options will be replaced with single-serve options only.
- Magazines, newspapers and other printed collateral will be removed.
- Blankets or throws will be provided by request only and washed after each use.

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 will be implemented to ensure both guest and staff safety. For example, we will eliminate 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.
- All testers will be removed and replaced with single use samples.

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.



Responses and Protocols

COVID-19 Considerations & Hotel Response

If a hotel guest or event attendee is presumed to have, is exhibiting symptoms or is lab-diagnosed with COVID-19, Omni Hotels & Resorts will enact its safety protocol specific to COVID-19 as follows:

- Confirm medical assistance needs, call 9-1-1 if necessary, or otherwise isolate said person in a guest room or another private space.
- Initiate internal phone tree that includes loss prevention, through property general manager as appropriate.
- Alert planner/group contact if the individual is associated with an event consistent with privacy considerations.
- 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, next steps.
- 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.