

STAY  
A PART  
OF  
**SAFETY**

OMNI  HOTELS  
& RESORTS

# 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,



Peter Strebel  
President  
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



# Associates

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 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) 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

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.

- 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

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

## **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.



# 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 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

## **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.



## Front Desk

- 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.

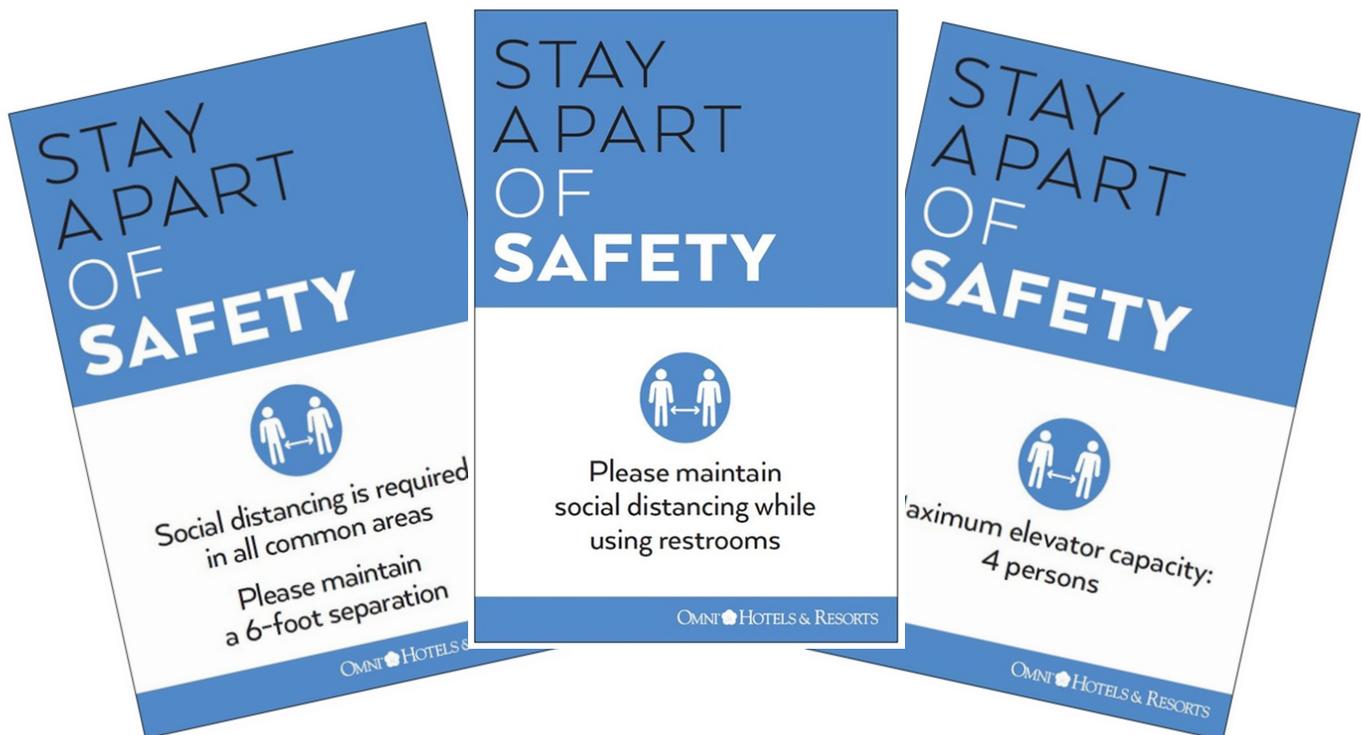
- Associates will utilize texting features as the primary form of communication in an effort to minimize the use of guest room phones.
- Minibar operations will be temporarily suspended.



# 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.
- Space capacities of high-traffic areas will be redefined 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

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

## **Guestroom 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 Guestroom**

- 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 cloth 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.



# Guest Rooms

## Inside Each Guestroom (continued)

- 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.





# 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 will be implemented to modify and adjust our current offerings to allow for proper social distancing and reduce overall contact where possible.

## **Cleaning Procedures**

- Cleaning, sanitizing 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, sanitizing and disinfecting 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 or disinfected after each use.
- Kitchens will be deep cleaned and disinfected at least once per day. Food preparation stations will be sanitized before and after each use.
- All dining tables and chairs will be 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 proper social distancing (in both dining rooms and bar areas).



# Outlets

## Service Modifications

- Each property will create custom menus that build off existing items that focus on the following:
  - Simple, quality ingredients that reduce the amount of contact in kitchen prep and production areas
  - 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 contactless delivery procedure which will be outlined by each property.



# 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 will be implemented to modify and adjust our current offerings to allow for proper social distancing and reduce overall contact where possible.

## **Cleaning & Disinfecting Protocols**

- Cleaning, sanitizing 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 or disinfected 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 Protocols**

- 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).



# Banquet Food & Beverage

## **Guest Service Modifications**

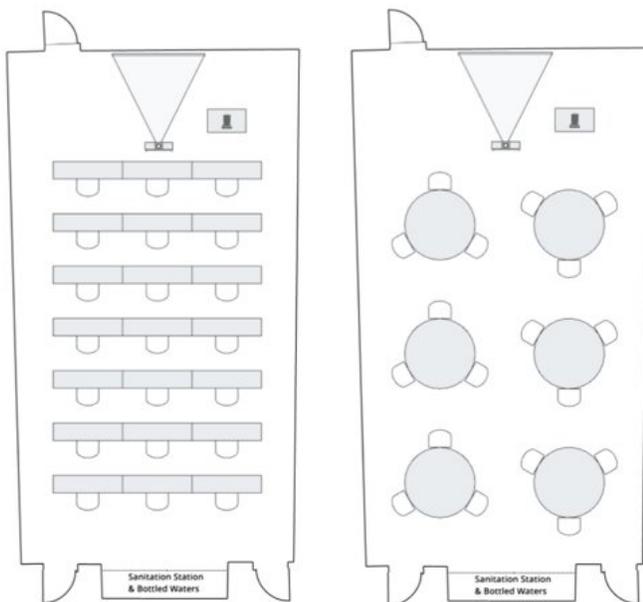
- Each property will create custom banquet menus that build off existing items that focus on the following:
  - Simple, quality ingredients that reduce the amount of contact in kitchen prep and production areas
  - Ingredients that are available and can be sourced locally when possible.
- All self-serve 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 & 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 limit touch.
- 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.
  - 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. 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.



# Audiovisual

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

## **Encore Event Technologies**

- Encore associates with follow the same daily health screening requirements as Omni Hotel & Resort associates.
- Encore Event Technology associates will use hand sanitizer throughout the day and after every client interaction.
- 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.
- 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. It's important to note that each individual Omni hotel or resort will follow all local and state ordinances related to recreational activities.

## **Retail Spaces**

- Retail space capacities will adhere to local ordinances 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 movable 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

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This machine is closed to allow  
for proper social distancing.

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- Proper social distancing will be established for class attendees.
- Fitness center capacities will adhere to local ordinances and guidelines.
- Where practical, equipment will be reconfigured to allow for social distancing.
- All equipment and surfaces will be sanitized between every class and/or after each guest use.
- All used towels deposited into a closed container and removed hourly by an attendant.
- Communal fruit and water stations will be removed.



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 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 sanitation 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.

## **Arrival & 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 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.



## **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.



# 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 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.