



## *A Safe Journey to Meet Again!*



This document is a comprehensive sampling of ways our 400+ Teneo member hotels and resorts are addressing health and sanitation protocols as a result of COVID-19. We are not guaranteeing each of these elements are being done at all our 400+ properties worldwide.

Our collection of independent and small-branded hotels and resorts range from boutique properties to big box hotels that have upwards of 5,000+ sleeping rooms and over 2,000,000 sq. ft. of meeting space. All properties are putting protocols and procedures in place that fit their size, destination, and state-mandated guidelines. These protocols and health plans are not one size fits all.

This document is also interactive. Throughout the document you will find links which will bring you to some of our members' pages on a full listing of their commitments to you and your attendees' health and safety.

Please use this document as it is intended, to be a resource and tool for you when you are ready to start meeting again. Teneo wants to ensure you and your attendees feel comfortable with the great lengths our industry is going through to make sure all attendees and guests feel safe.



## General Cleaning & Hotel Protocols

### SIGNAGE

- ✔ Front and back of house signage
- ✔ Health and hygiene reminders for guests and employees of proper wear and disposal of masks, gloves, and handwashing

### CLEANING & SANITIZING

- ✔ [Placing touchless hand sanitizer stations throughout the hotel at key guest and employee entrances and contact areas](#)
- ✔ [Reviewing and increasing the frequency and rigor of existing cleaning and sanitizing procedures - such as laundry cleaning protocols for linen and towels](#)
- ✔ Increasing the frequency of disinfectant protocols for common surfaces (elevators, front desks, public restrooms, entrance doors, etc.).
- ✔ Use of products which meet EPA guidelines approved against viruses, bacteria and other airborne and bloodborne pathogens
- ✔ The frequency of air filter replacement and HVAC system cleaning will be increased, and fresh air exchange will be maximized

### TECHNOLOGY

- ✔ [Thermal screeners](#)
- ✔ [Sprayers and electrostatic sprayers](#)
- ✔ Non-invasive temperature checks
- ✔ [UV Lights to decontaminate equipment](#)

### CASE NOTIFICATION

- ✔ Employee & Guest Health Concerns
  - ✔ [Ongoing internal communication and training with our employees to ensure the realization of the highest standards in health and hygiene. Detailed protocols are in place for each department and checks are consistently performed to ensure compliance.](#)
- ✔ Clear instructions on how to respond and report presumed cases of Covid-19

### SHARED EQUIPMENT

- ✔ [Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new Team Member.](#)
- ✔ Phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the property.
- ✔ [Product/Vendor Deliveries - The other drivers will be asked to wait outside, away from the dock entrance or in their trucks.](#)





## Guest Arrival

### ENTRY

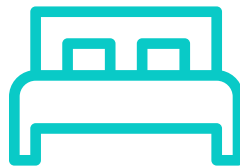
- ✓ Thermal cameras and/or temperature checks used at entry points
- ✓ Non-invasive temperature checks on all team members and guests
- ✓ [Guests enter through open or automated doors](#)
- ✓ [Team members will not open car or taxi doors for guests to limit contact](#)
- ✓ Valet service will be suspended until further notice
- ✓ Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted

### FRONT DESK / GUEST SERVICES / CONCIERGE / BELL MEN

- ✓ [Agents utilize every other workstation to ensure six feet of separation](#)
- ✓ All queuing areas will have proper 6-foot markings
- ✓ Transparent plastic barriers for separation will be added as necessary
- ✓ [Sanitation stations will be arranged through arrival areas](#)
- ✓ Credit card swipe moved to front counter
- ✓ Encourage e-mail or mobile for all guest transactions
- ✓ [Pre-registration is encouraged for all guests to avoid the need for touch transactions during check-in and check-out.](#)

### ELEVATORS

- ✓ [Sanitized at regular intervals](#)
- ✓ [Reduced capacity \(around 4 guests at a time\)](#)
- ✓ Staffed during peak hours to provide assistance and further sanitation efforts



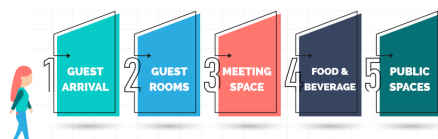
## Guestrooms

### AMENITIES

- ✓ Hotels to provide personal amenity kits with hand sanitizer, disinfecting wipes, gloves, and a personal face mask
- ✓ Magazines, books and newspapers removed from all guestrooms

### CLEANING

- ✓ [Cleaning and sanitizing with done to highest standards with extra attention paid to high-touch items](#)



- ✔ All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines
- ✔ Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility
- ✔ A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children)
- ✔ [To prevent cross-contamination, rags and gloves are changed for each new room](#)
- ✔ [Housekeeping service is provided prior to arrival and after check-out only. Additional pillows and blankets are available by request only. No reusable materials are stored in guest rooms. Linens are removed in one-time use bags upon check-out or request](#)
- ✔ [Room assignments are spaced to minimize guest to guest and guest to employee interaction](#)
- ✔ Room will have a seal of cleanliness on the door.

## ROOM RECOVERY

- ✔ In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined
  - ✔ The guest room will not be returned to service until case has been confirmed or cleared

## DELIVERIES

- ✔ All packages will be placed in sealed single-use plastic bags
- ✔ Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved
- ✔ [Room service delivery will be set in the hallway for our guests to retrieve. Our employees will pick up from the hallway when our guests are finished.](#)



*Meeting Space*

## CLEANING & SANITIZING PROTOCOL

- ✔ Host lecterns, including all associated equipment, to be sanitized at least once per hour
- ✔ Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- ✔ Meeting Concierge and Specialty Desk will increase their sanitization efforts of their respective work areas, counters, doors and equipment
- ✔ Signage at meeting and event locations reminding attendees of appropriate physical distancing guidelines



## FLOORPLANS / SITES

- ✔ Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- ✔ Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows all guidelines



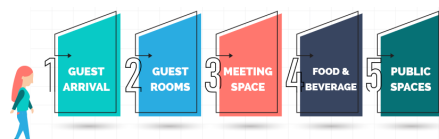
## Food & Beverage

### DINING

- ✔ All queuing areas will have proper 6-foot markings
- ✔ Reduce bar stool count to provide appropriate physical distancing
- ✔ Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests
- ✔ Handheld credit card swiper to pay at table, making it contactless between server and guest
- ✔ Encourage e-mail or mobile for all guest transactions
- ✔ Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- ✔ Bar snacks will be served per individual guest and not shared by the table
- ✔ All self-serve buffet style events to be suspended
- ✔ All food and beverage items to be individually plated and served
- ✔ Coffee and other break items to be attended and served by hotel staff
- ✔ Flatware to be provided as a roll-up
- ✔ [Menus to be single use and/or disposable](#)
- ✔ Condiments to be served in individual PCs or sanitized individual containers
- ✔ Meals prepared in boxes with sanitation seal

### MEETING AND BANQUET SPACES

- ✔ Remove self-serve buffet style food service, all food will be served individually plated
- ✔ All beverages and snack items will be provided by an attendant
- ✔ Additional hand-washing stations will be deployed near each F&B station attendant, in exhibit halls, and as appropriate, around the perimeter of meeting rooms
- ✔ All food items served at exhibit hall retail outlets will be individually packaged and served by an attendant
- ✔ [Following strict hygiene protocols related to food and beverage with additional measures such as staff wearing face masks while preparing dishes.](#)
- ✔ Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour
- ✔ Check pads of paper, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- ✔ Menus to be single use and/or disposable, create modified menus for meetings
- ✔ Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations





## Public Spaces

### RETAIL SPACES

- ✓ Occupancy limits
- ✓ Vending machines (break room and taxi tunnels) to be sanitized at least once per hour
- ✓ Credit card swipe moved to front counter

### POOL

- ✓ Occupancy limits
- ✓ Pool seating will be configured to allow for at least six feet of separation between groups of guests
- ✓ Chaise lounge chairs and cabanas to be sanitized after each use
- ✓ Cabanas to be pressure washed and sanitized each night
- ✓ Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- ✓ Lifeguard stands (if applicable) to be sanitized upon rotation
- ✓ [Jacuzzi occupancy is limited to three guests \(previously seven\).](#)

### GOLF OPERATIONS

- ✓ Cleaning & Sanitizing Protocol
  - ✓ Golf carts and loaner clubs to be sanitized before and after each round
  - ✓ Increased sanitation efforts in locker rooms and foyer areas
  - ✓ Sanitation Stations throughout the clubhouse and course.
  - ✓ Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags or shoes
- ✓ [Physical Distancing Protocol](#)
  - ✓ One player per cart unless immediate family members
  - ✓ A small device is in the bottom of each cup to limit touching the flagstick and cup when picking the ball out of the hole.
  - ✓ Increased tee time spacing
  - ✓ Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment
  - ✓ Sand and seed bottles removed from carts; employees will handle between rounds
  - ✓ Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie
- ✓ Guest Considerations
  - ✓ Attendant at all F&B stations - no self-service available
  - ✓ Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

### SALON / SPA / HEALTH CLUBS

- ✓ Will be based on state guidelines

