

# OUR COMMITMENT TO CLEAN



## TO OUR VALUED CUSTOMER

Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19. We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment. Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high traffic areas throughout the hotel.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes. <https://clean.marriott.com/>

# OUR COMMITMENT TO CLEAN

Marriott recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, the Company developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details.

Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, we will provide COVID-19 related signage and materials describing good health practices. Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease.

Associates are educated on the proper way to wear, handle, and dispose of Personal Protection Equipment (PPE), as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces. We will provide PPE and will require all associates to wear based on role and responsibility. Associates will be trained on proper use and disposal of PPE's. This includes face masks.

All associates will be required to have their temperature taken prior to entering the work area. Any associate with a temperature of 100.4+ and/or exhibiting any known COVID19 symptoms, per CDC guidelines, will not be permitted to work.

We will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized throughout this document.

### **Cleaning Products + Protocols**

To minimize risk and enhance safety for guests, customers, and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA), and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. Public spaces, including high-touch areas, are cleaned and disinfected more frequently. In guest rooms, we focus on cleaning deeply between guest stays, and limiting in-room services during the stay. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

### **Leveraging Technological Innovations**

Marriott has initiated plans and has rolled out enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to sanitize surfaces throughout the property. These sprayers can rapidly clean and disinfect entire areas.



## Less Contact, More Connection

Implement touchless or low-touch solutions and adopt contactless technologies including: Mobile Key, Mobile Dining, Mobile Chat and guest requests via the Marriott Bonvoy™ app. Additionally, we will move to touchless menu options and information throughout the property. Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met. If you are not currently a Marriott Bonvoy™ member, please sign up to take advantage of these services. [www.Bonvoy.com](http://www.Bonvoy.com)

## Deeper, More Frequent Cleaning

Enhanced cleaning protocols will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using the right chemicals and procedures to kill COVID-19.

## Emphasis on Hygiene & Cleanliness

The hotel has a hygiene plan; associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use will be placed in all high traffic areas and public spaces.

# CLEANING PRODUCTS AND PROTOCOLS

## **Cleanliness Training**

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, we have a *Cleanliness Champion* to help lead the hotel in how it can ensure guest and associate safety. Additionally, associates are required to take training on COVID-19 and safety and sanitation protocols.

## **Installing Physical Barriers**

Transparent screens, plexiglass shields or other physical barriers have been installed in many areas through the Hotel including the Front Desk, Concierge Desk, Bell Desk and Host Stands.

## **Physical Distancing**

Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Certain areas, such as arrival queues or gathering areas will be marked with signage and, if necessary, one-way guest traffic flow will be indicated. Where applicable, lobby furniture, restaurant layouts, and other public seating areas will be reconfigured. We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.

## **Providing Personal Protective Equipment (PPE)**

All associates that wear a Marriott badge and vendors will wear a face covering as a part of their uniforms. Guests are currently required to wear personal face masks or coverings. Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, will be offered at the front desk upon request.

# GUESTROOMS AND SERVICES



Newly renovated guestrooms and suites provide private balconies, hard surface floors and walk-in showers (75% of rooms)

## GUEST ROOMS:

- ✓ Deeper cleaning between guest stays; focused on using the right chemicals (hospital-grade disinfectant) in every single part of the room.
- ✓ Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)
- ✓ Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls).
- ✓ Increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- ✓ Reducing or removing non-essential high-touch items (non-disposable glassware, magazine or books and decorative pillows, etc.)
- ✓ Once checked in, our team will not enter your room during your stay unless required for emergency situations. Upon request, housekeeping service will be provided.

## PUBLIC SPACE:

- ✓ Increased frequency of sanitizing and cleaning, wiping down of elevator buttons, handles and surfaces throughout the public space to ensure areas remain clean and sanitized.
- ✓ Increased frequency and rotational cleaning of public restrooms.
- ✓ Electrostatic Sprayers will be used to disinfect public space.

# ARRIVAL

# FRONT DESK

# BELLSTAND

- ✓ We encourage the use of Mobile Key, Mobile Dining and Mobile Chat. If you are not a member of Marriott Bonvoy, enroll for free: [www.Marriottbonvoy.com](http://www.Marriottbonvoy.com)
- ✓ All staff will be wearing a face covering.
- ✓ Signage placed in the lobby around elevators explaining elevator capacity with guidelines for proper social distancing and elevator capacity.
- ✓ Stanchions and floor decals will provide six-foot social distancing intervals and delineators at the front desk, bell stand and concierge desk to properly space guests for line management.
- ✓ Plexiglass partitions will be placed at the front desk, bell stand and concierge desk.
- ✓ Every other work station will be available for service in order to maintain distancing.
- ✓ Key Cards will be disinfected between stays and sanitized prior to distributing to a guest.
- ✓ Touchless hand sanitizer dispensers will be located throughout the public space and inside elevator cabs.
- ✓ We will have masks, hand sanitizer and sanitizing wipes available upon request at our front desk.
- ✓ Valet and self parking available with drivers wearing proper PPE and will wipe down vehicle after exiting.
- ✓ Parking shuttle will be sanitized after each trip.
- ✓ Bell carts will be sanitized after each use. When delivering luggage to the guest's room, it will be delivered after the guest is in the room in order to ensure social distancing.



# RESTAURANTS



## ALL PROTOCOLS WILL BE IMPLEMENTED THROUGH THE VARIOUS RESTAURANTS AND LOUNGES ON PROPERTY

- ✓ When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable.
- ✓ Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards.
- ✓ All food and beverage staff will be fully trained and compliant in food safety training and protocols. All staff will be in proper PPE.
- ✓ Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols.
- ✓ Hand Sanitizers will be located at the entrance of all restaurants.
- ✓ Modified floor plans and reduced seating in compliance with state and local mandates to ensure physical distancing; surfaces sanitized between guest use.
- ✓ Plexiglass shields will be installed at all host stands.



# RESTAURANTS CONTINUED

- ✓ In-room dining will offer no-contact delivery methods or pick-up / grab-and-go.
- ✓ To-go Service will be made available in all outlets.
- ✓ All packaging and products will be single-use and disposable.
- ✓ We will continue to source responsibly while working to reduce our environmental impact including from our on-site hydroponics garden, Hycube.
- ✓ In restaurants and bars, items such as condiments, rolled silverware, glassware, napkins, etc. will not be pre-set on tables, to allow for effective disinfection in between each guest.
- ✓ A-la-carte menu offerings or buffets will be served throughout the outlets.
- ✓ Alternate menu options will be offered including paper disposable, digital, and chalk boards.
- ✓ Pens will be sanitized after each use.
- ✓ Bars, tables and chairs will be sanitized between each seating.
- ✓ Cocktail equipment sanitized between use; modified procedures for garnishes and glassware.
- ✓ Restaurant attendants will be dedicated to regular cycles of guest touch point sanitization.

# RECREATION



## POOL AND POOL DECK

- ✓ Signage throughout pool area reminding guests to maintain proper social distancing.
- ✓ Cabanas and Daybeds will be sanitized between each use.
- ✓ Cabanas and Daybeds interior furnishings will be sanitized and pressure washed each evening.
- ✓ Set a maximum capacity at the pool following federal, state and local regulations.
- ✓ Apply proper social distancing with lounge chairs. Up to 10 people per grouping with 6 feet of spacing between families or groups traveling together. Chairs sanitized between use.
- ✓ Plexiglass screens installed at towel hut.
- ✓ Frequent sanitization of counter and guest touch points with hospital-grade disinfectant.
- ✓ Proper rotational sanitization of all guest touch points.
- ✓ Bather Load for all pools will be based off of state/local health code guidance.

# FITNESS CENTER & POOL ACTIVITIES

## **Water Slide/Slide Tower:**

- ✓ Aquatic area attendants will be dedicated to regular cycles of guest touch point sanitation.
- ✓ Surface graphics will be used to guide social distancing.
- ✓ Regular disinfecting and sanitation of handrails.
- ✓ Full sanitation every 2-3 hours based upon local guidance.

## **Activities:**

- ✓ All supplies will be sanitized before and after guest use.
- ✓ Games tables will be social distanced and sanitized after each guest usage.
- ✓ All organized activities will be limited to 10 people and require social distancing.

## **Fitness Center:**

- ✓ Reduced hours from 6am-6pm to allow for proper sanitization.
- ✓ Outdoor 1.5 mile running trail on property for guests use.
- ✓ Hand sanitizer and sanitizing wipes placed in common areas for individual guest use.
- ✓ Modified floor plans and reduced equipment to ensure physical distancing.
- ✓ Each machine in the Fitness Center will be wiped down after each use.
- ✓ Signage placed throughout Fitness Center reminding guests to wipe down equipment after use.



## OUR SPA IS CURRENTLY CLOSED. UPON REOPENING THE FOLLOWING PROTOCOLS WILL BE IMPLEMENTED

- ✓ Hospital-grade disinfectants will be used after each service to wipe down all equipment, counters and treatment rooms.
- ✓ Hand sanitizer stations placed in common areas.
- ✓ Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing.
- ✓ Staggered arrival times with appropriate time between appointments to allow for deeper cleaning between each service.
- ✓ Guests are required to complete medical check list prior to any service in the Spa.
- ✓ All guests having a massage will be required to shower prior to treatments.
- ✓ Massage therapist to wear PPE and gloves upon guest request.
- ✓ All Esthetician's must wear PPE and adhere to strict sanitation guidelines.
- ✓ Electrostatic disinfecting sprayers will be used to disinfect Spa every night.



# HAWK'S LANDING GOLF COURSE



CURRENTLY TO REMAIN CLOSED FOR RENOVATION AND IS SCHEDULED TO REOPEN SEPTEMBER 17, 2020. UPON REOPENING THE FOLLOWING PROTOCOLS WILL BE IMPLEMENTED

- ✓ Hand Sanitizer will be provided and signage to remind guests of social distancing.
- ✓ PPE must be worn by all associates.
- ✓ Pro-Shop will remove all loose displays.
- ✓ Fitting rooms will be sanitized after each use with hospital grade disinfectant.
- ✓ Pro-Shop items such as golf clubs and bags will be cleaned every 2 hours or when handled by a guest.
- ✓ Deeper more frequent cleaning of locker rooms, pro shop, high traffic and high touch areas.
- ✓ Grab-and-go and beverage cart food options to be pre-packaged and single-use cutlery, condiments, etc.
- ✓ All grounds equipment must be wiped before and after each use.

# GOLF CONTINUED

- ✓ Modified golf car staging to accommodate social distancing.
- ✓ Single rider use only unless riding with member of the same household.
- ✓ Deep cleaning and sanitation of every golf car before and after guest usage.
- ✓ Intervals modified to 10-12 minutes and congregating is discouraged before/after the round is completed.
- ✓ Remove sand and seed bottles from every cart.
- ✓ Remove rakes from sand traps.
- ✓ Remove ball washing stations.
- ✓ Modified non-touch flagstick protocols.
- ✓ Driving range hitting stations will be limited to accommodate social distancing.
- ✓ Golf academy will only allow single lesson or groupings of family members.

# MEETINGS, EVENTS AND BANQUETS



Our meetings, events, receptions and banquets are an important part of what we offer. A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees and our hosts safe. Seating capacities and floor plans have been adjusted and will be reviewed on an event-by-event basis that follows local fire department, as well as state and local health authority guidelines for proper physical distancing.

Convention public space attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers will be utilized in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

- ✓ All staff to have proper PPE.
- ✓ Signage will be placed throughout the meeting space reminding guests of social distancing.
- ✓ Touchless hand sanitizers throughout the meeting spaces, convention center, breakout spaces and corridors.
- ✓ Clearly marked meeting entrances/exits and one-way directional signage.
- ✓ At the start of all functions, doors will be propped open by Red Coat or Event Service Manager prior to the start of all functions.

# MEETINGS AND EVENTS

- ✓ More frequent cleaning in high traffic areas and throughout meeting space more specifically at peak break times of staff ensuring sanitation during breaks.
- ✓ Convention public space attendants will be dedicated to regular cycles of guest touch point sanitization.
- ✓ High-touch points such as conference room doors, light switches and other equipment will be sanitized after each group's use.
- ✓ Use of electrostatic disinfecting sprayers will be used to disinfect areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- ✓ Meeting sets (pads, pens, glassware) on tables will be removed.
- ✓ All linen will be replaced after each use.
- ✓ No water carafes or water stations will be provided.
- ✓ Additional outdoor seating locations throughout the property for guests to utilize while on breaks.
- ✓ All AV equipment will be sanitized prior to set up with additional sanitization during break times.
- ✓ We will continue to monitor local authorities that would dictate seating protocols. Customized floor plans with seating capacities reviewed for each individual event. Currently, we are using modified seating capacities to accommodate social distancing. Please connect with your event manager to discuss if and how this will apply to your event.
- ✓ **Theater** – utilize every other seat with staggered rows.
- ✓ **Schoolroom, Hollow square, Conference & U-shape** – 2 per 8'.
- ✓ **Reception** - capacities will be reduced to 50% unless outdoors.
- ✓ **Rounds** - 6ppl per table at 72" round.
- ✓ **Exhibit Hall** - will be limited to 2 vendors and 2 guests per booth. Directional arrows will be used for each aisle.



# BANQUETS

- ✓ We are following a guideline of 50% capacity for reception and meal rooms unless the event is outdoors. This will be reviewed on an event by event basis to ensure we are compliant with local authorities guidelines.
- ✓ Staff to be stationed at the entrance of every meal function welcoming guests and handing out sanitizer wipes to guests as they enter.
- ✓ Mark floors for appropriate spacing at bars, food stations and coffee breaks.
- ✓ Preset food and drinks will be restricted.
- ✓ When possible, prepackaged food on coffee breaks and individually packaged beverages (no pitchers or carafes) will be served.
- ✓ All flatware will be provided as a roll-up.
- ✓ Linen, including underlays, will be replaced after each meal period.
- ✓ Sneeze guards will be used at all food service lines.
- ✓ Butler passed food and beverage will be suspended.
- ✓ Substitute self-service buffets with a variety of prepared for individual consumption options including small plates and prepackaged items to include boxed meals, grab-and-go and contactless food + beverage options.
- ✓ All buffets and beverage stations served by an attendant to eliminate guest contact on serving utensils. Shields, hand sanitization and queue management will be provided.
- ✓ Sanitized cocktail equipment between use; modified operations for garnishes and glassware.

# COVID-19 CASE PROTOCOLS AND ROOM RECOVERY APPROACH

We will continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel. Where testing or treatment of guests or associates is needed, we will provide appropriate resources to the available local public health options.

We have additional guidelines in place in the event that the hotel is alerted to a case of COVID-19, including:

- ✓ **Case Notification.** If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.
- ✓ **Occupied Guest Room Recovery Protocol.** In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room has been disinfected, and consistent with the guidance issued by local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.

# COMMITMENT TO CLEAN

*We have implemented a Cleanliness Champion to help lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols*

Should you have any questions, please reach out to our Cleanliness Champion:

**Karen Naughton, CMP**

Director of Event Management

[Karen.Naughton@marriott.com](mailto:Karen.Naughton@marriott.com)

The included information in this document provides current standards and protocols the Hotel is following. To discuss how these apply to your event, please contact your Hotel partner.