



HOTEL CONTESSA[®]

Luxury Suites on the Riverwalk

COVID-19 OPERATIONAL RESPONSE

Hotel Contessa places the health and safety of our staff and guests as our highest and most important business priority. As part of our commitment to health and safety, we continuously monitor guidance and recommendations from the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC). We have undertaken a number of actions and initiatives to address the ongoing COVID-19 concerns, including the measures that follow.

GENERAL MEASURES

- Signage has been placed throughout the hotel to promote safe physical distancing in all public spaces.
- There will be entrance greeters to encourage guests to wear proper face masks and to answer any safety concerns while visiting Hotel Contessa.
- Hand-sanitizer stations have been placed throughout the hotel.
- All public areas have furniture adjusted to promote physical distancing and discourage large gathering spaces.
- We have established the role of COVID-19 Action Leaders who are responsible for ensuring all employees are following correct PPE usage and physical distancing protocols while performing their duties at all times. Additionally, this role will be available to assist guests to maintain proper physical distances while visiting Hotel Contessa.

EMPLOYEES

- All employees will adhere to CDC, WHO, and local regulatory protective guidelines, including PPE face masks and gloves depending on their position.
- All employees have received extensive training and education in maintaining safe physical distancing and personal hygiene in accordance with CDC, WHO and local regulatory guidelines.
- All employees take a health screening before each shift including a temperature and general wellness check.

CHECK-IN EXPERIENCE

- Procedures have been implemented to minimize contact during the arrival experience.
- The front desk has eliminated cash transactions with the exception of making change for our guests. Guests may use a valid credit card or Apple Pay.
- Protective glass has been installed at the front desk reception area to provide safe physical distancing.
- Guest room keys are sanitized extensively prior to delivery to guests. Open key is available for guests who would like to utilize their smart phone as a room key.

ELEVATORS AND STAIRS

- All touch points are cleaned and sanitized every hour including elevator buttons and door handles.
- The number of guests will be limited to one guest or one party for each elevator use.
- Hotel employees will assist to monitor usage during peak times.

GUEST ROOMS

- Guest rooms are cleaned and disinfected in accordance with CDC, WHO and local regulatory guidelines prior to each guests arrival. Additionally, all guest rooms are treated with an electrostatic disinfectant cleaning system.
- Housekeeping services will only be provided every four days. This is to minimize personal contact.
- Extra towels and sheets will be provided in sealed plastic protective bags to ensure cleanliness.
- Please set any dirty linen or trash in bags outside of your room. The bags will be collected daily between 11am and 2pm. Bags are provided in the top left-hand draw of the dresser.

FOOD AND BEVERAGE OPERATIONS

- Restaurant seating will be arranged to comply with appropriate physical distancing guidelines.
- Contact less room service will be available. A table and tray with food items will be set outside of guest room. We will pick up the table outside of guest room when finished.
- Breakfast, lunch, and dinner will be provided in a safe and physically distanced manner.
- Atrium seating will be arranged to provide appropriate physical distancing levels for guests. Table side service will be available. Seating at the bar will not be available.
- The mini bar has been removed from guest rooms. Mini bar items including soda, bottled water and snacks are available for purchase at the front desk.

PUBLIC RESTROOMS

- All hard surfaces and touch points are cleaned and sanitized every hour.
- The number of guests will be limited for each restroom use. Please allow for proper physical distancing while waiting to use the restrooms.
- Hotel employees will assist to monitor usage during peak periods.

CONFERENCES AND MEETINGS

- All meeting rooms will be arranged to meet or exceed physical distancing standards.
- All meeting rooms are cleaned and disinfected in accordance with CDC, WHO and local regulatory guidelines prior to each day. Additionally, all meeting rooms are treated daily with an electrostatic disinfectant cleaning system.
- Employees will enter meeting rooms only upon request during meeting room usage.

EMPLOYEE AND GUEST HEALTH CONCERNS

- Our employees have been given clear instructions on how to respond swiftly and report any suspected cases of COVID-19 on property.
- Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the hotel are instructed to immediately notify their manager (employee) or hotel management (guests).
- If we are alerted to a suspected case of COVID-19 at the hotel, we will alert Security to take appropriate actions.
- We are closely monitoring all U.S. government policy changes, Centers for Disease Control & Prevention (CDC) and World Health Organization (WHO) guidelines, local government mandates and public health advancements and will evolve our protocols and procedures to protect the health and safety of our employees and guests.

**THANK YOU FOR YOUR SUPPORT
OF OUR CONTINUED EFFORTS.**