



## COVID-19 Hotel Guidelines

Overall, we commit to:

- Follow the latest policies, procedures, and practices to operate in compliance with Orders, physical distancing, capacities, or other requirements as established by state and local authorities.
- Follow the "Cleaning and Disinfecting Your Facility", "Fact Sheet/Prevention/Response" to safeguard employees and guests from COVID-19.
- In addition to National and Local Government restrictions, follow precautions of our manufacturers.
- Provide signage visible to guests and employees addressing recommendations to "Stop the Spread".
- Offer complete transparency and provide expectations for all employees and guests.

Employee Safety and Protocols:

- Educate on symptoms of COVID-19 and related illness policies.
- Each staff member completes a COVID-19 Employee Health-Screening Form for every workday.
- Proper handwashing and respiratory etiquette per CDC standards.
- Employees are supplied and wear proper Personal Protective Equipment as needed.
- Physical distancing of staff at the worksite IE: Front Desk, Laundry, Break Rooms
- Enhanced training on Personal Protective Equipment and Safety Data Sheets to ensure employees can safely use provided supplies in compliance with the CDC and understand the difference between cleaning and sanitizing.
- Physical distancing and appropriate cleanliness maintained in employee break areas.
- Workspace disinfection prior to employee/shift changes IE: workstations and equipment.
- Routine disinfection of equipment utilized for work activities.
- Regular use of electrostatic disinfecting-cleaning machine.
- Face coverings for all employees while working indoors and outdoors when 6' physical distancing is consistently possible.

Guest Arrival:

- Disinfect key cards, pens, credit card machines, front desk counter, and bell carts.
- Plexiglass sneeze guards at Front Desk.
- Assure guests that their room has been appropriately cleaned, disinfected, and inspected prior to arrival and check-in.
- Ask guests staying two or more nights if they wish to have daily housekeeping service or prefer no employees enter their room during their stay unless required due to emergency.

Public Spaces:

- High touch surfaces regularly disinfected.
- Electrostatic disinfection of entrances, elevators, lobby, seating area, restrooms, fitness center, pool, and guest rooms.
- Increased number of hand sanitizing stations.
- Plexiglass sneeze guards at staff / guest counters.
- Touch free trash cans within the hotel and public spaces.
- In accordance with state orders and local authorities, limit the number of individuals in the meeting rooms, fitness center, and gathering areas to maintain 6' physical distancing.
- Pool furniture arranged in small groupings that are at least 6' apart.
- Posted signs to maintain appropriate physical distancing throughout the hotel and resort.
- Wisp Resort App food & beverage sales for pick up / take out to reduce the number of people in the food courts and seating areas.
- Indoor seating follows Governor Orders and any local capacity restrictions.
- Due to less available seating, please keep your time in the ski lodge to 30 minutes.
- Face coverings are always to be worn indoors by everyone over the age of 5.
- The only time a face covering can be removed is when seated and eating.
- Face coverings include surgical masks, cloth masks, scarfs, bandanas, neck gaiter, and full-face shields. Face coverings must cover the mouth and nose.



**Guest Rooms:**

- In addition to our customary high cleanliness standards, ensure all high touch areas such as light switches, door handles, TV remotes, clocks, thermostats, countertops, and bathroom fixtures, appropriately disinfected.
- Remove washable glassware and replace with disposable cups.
- Remove extraneous paper literature used by multiple guests.
- Launder comforters/duvet covers/coverlets between each new arrival.
- Regular use electrostatic sprayers to disinfect the entire hotel room between guest visits and upon any addition request.