

## COVID19 & Guests: Frequently Asked Questions

<p>What are you doing to keep your guests and associates safe?</p>	<ul style="list-style-type: none"> <li>• Associates are always required to wear masks.</li> <li>• Guests are encouraged to wear masks.</li> <li>• We train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time.</li> <li>• Hand sanitizer available in all staff areas and at the desk for guests</li> <li>• Staff are advised to practice "social distancing" by standing at least six feet away from guests and other workers.</li> <li>• Signage and floor markers with six foot spacing for guests check in and plexiglass at front desk.</li> </ul>
<p>Do you conduct mandatory health and temperature screening for all guests (including meeting attendees) and staff at the hotel?</p>	<ul style="list-style-type: none"> <li>• All associates will participate in a self-screening including a temperature check daily.</li> <li>• We rely on guests/clients to practice their own self-assessment in accordance to their own company policy.</li> </ul>
<p>Is hand sanitizer available in public areas?</p>	<ul style="list-style-type: none"> <li>• Sanitizer is available for guest use at the front desk.</li> <li>• High touch areas in public spaces (including tables in the lobby, buttons on elevators, water fountains, ice machines) are sanitized multiple times per day.</li> <li>• We provide hospital-grade disinfectant to front-of-house staff to disinfect surfaces.</li> <li>• Key cards are cleaned with disinfectant.</li> </ul>
<p>Does the local authority provide any guidance or requirements to manage suspected and/or confirmed COVID-19 cases affecting the hotel?</p>	<ul style="list-style-type: none"> <li>• We stay informed with updated and credible information on the COVID-19 virus and we follow the information listed by the CDC.</li> <li>• We have precautionary emergency procedures in place for suspected or confirmed COVID19 cases.</li> </ul>
<p>What social distancing practices have you put into place in your public areas?</p>	<ul style="list-style-type: none"> <li>• Digital Key</li> <li>• Elevator etiquette signs</li> <li>• Floor decals</li> <li>• Plexiglass screens at front desk</li> </ul>
<p>What enhanced cleaning protocols for guest room cleaning are in place to protect staff and guests?</p>	<p>We are in full compliance with the <b>Hilton CleanStay</b> program:</p> <ul style="list-style-type: none"> <li>• Associates are trained on proper cleaning &amp; sanitization processes, glove wearing and removal, hand washing.</li> <li>• Rooms are cleaned and sanitized between guest stays + extra cleaning and disinfection of top areas using Lysol.</li> <li>• Enhanced laundry protocols.</li> <li>• TV remotes are sanitized and wrapped for your protection.</li> </ul>
<p>What cleaning protocols for meeting room rentals are in place?</p>	<p>Meeting rooms are fully cleaned and sanitized between each use.</p>
<p>What is your process for managing suspected or confirmed COVID-19 cases among staff and guests?</p>	<p>We comply with Federal, State and Local recommendations along with Brand compliance followed by "what we've learned" practices to quickly respond to any future threat. We educate our staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath.</p>
<p>What enhanced maintenance or building checks are conducted and on what frequency? (Inc. HVAC Filtering)</p>	<p>We have implemented a StaySafe Committee to focus on executing the best practices as new information develops related to safety, cleaning and sanitizing. The already frequently documented scheduled air filter replacement and HVAC system cleaning has been increased.</p>
<p>What is the turnaround times of your rooms i.e. is a room taken out of service for 24 hours between use?</p>	<p>No restrictions at this time. Our focus is on the cleanliness between uses of the room.</p>
<p>Do you offer food service?</p>	<p>Breakfast has been limited to carry-out bags at this time.</p>
<p>What car services do you offer to/from the airport and to our office?</p>	<p>Uber and Lyft are operation in our area. Our shuttle is not operational at this time.</p>