



Our Commitment to Clean

Dear Valued Customer,

The safety and protection of our guests and associates are of the utmost importance. We take great pride in maintaining the highest standards of cleanliness and hygiene. Given the effects of COVID-19, we have taken additional measures in our hotels, developed along the guidelines of the CDO, WHO, AH&LA, and local public health authorities, to make our cleaning and hygiene protocols even more rigorous. The following is an outline of the additional measures we are taking to protect our guests and associates within our public areas and guest rooms:

- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- All rooms will be deep cleaned and left vacant for 48 hours prior to the next visiting guest.
- Partitions at check-in and signage throughout the hotel will remind guests to social distance.
- Multiple hand sanitizing stations are placed throughout the hotel.
- We will be following health guidelines regarding the operation of our pool and fitness facilities.
- Breakfast buffet service has been suspended and is replaced with grab and go breakfast options.
- Room cleaning will be limited to once per week or upon request (additional room or bath supplies may be requested at any time).
- All associates have been instructed to follow CDC recommendations regarding hand washing and avoidance of touching their face, nose, and mouth.
- All associates are required to stay home should they exhibit any symptoms of sickness or exposure to anyone exhibiting symptoms.

Attached, please find the additional sanitation measures we are taking to address our catering and banquet spaces. Thank you for the continued opportunity to serve you!

Sincerely,

Jenni Scott
General Manager

Comfort Inn On The Ocean
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Catering & Banquets – Sanitation Measures

Cleaning & Sanitizing Protocol

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, overlays, and decorative to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- Sanitize conference room doors, tables, chairs, light switches, thermostats, and other equipment after each group use
- Registration tables to maintain a sanitized work area (tables, pens, signs, doors, computers, and equipment) throughout the event

Physical Distancing Protocol

- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual pieces or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

Conferences & Events

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available
- No Cash or Pay as you go Bar service – only Hosted Bar service
- Bar service amended to observe enhanced sanitation practices (distancing guides, prepared in advance garnishes, two staff members to service, special menus, etc.)

Guest Considerations

- Provide example of physically distanced floor plans (in coordination with Catering Sales & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines
- Provide conference and event planners with safety, distancing, and sanitation guidelines in advance in order to be communicated to all attendees before they arrive to a meeting or event