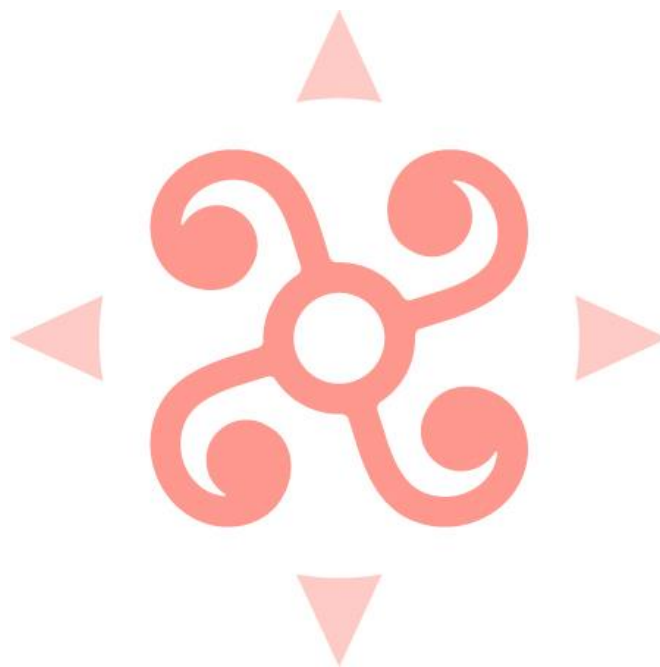


COVID-19 OPERATIONS PLAYBOOK



CARIBE ROYALE O R L A N D O

MAY 01, 2020 | SIERRA LAND

Updated October 16, 2020

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Statement from Sierra Land

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and team members. As we continue to navigate this “new normal” we look to various health agencies, locally, nationally, and globally to source the most up-to-date information to maintain a healthy environment.

We have created this operations playbook to address all health and safety concerns of our guests and associates alike. This guide lays out protocols for all facets of hotel operations and will address specifics for each department.

This has been a challenging period, and reestablishing a workplace where associates feel comfortable performing their jobs safely is of the utmost importance to the Caribe Royale.

Daily, we are working diligently to ensure that we meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Thank You,

Dan Kaplan
CEO Sierra Land Group

Senior Management
Caribe Royale Orlando

Guests of the Caribe Royale

Guest Health:

1. **Social Distancing.** Guests will be advised to practice social distancing by standing at least six feet away from other guests not in their party. This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line, etc. Please note furniture throughout the property will be arranged to encourage social distancing. Associates will also be expected to follow social distancing by standing at least six feet away from guests. Guests congregating in a large group of 10 or more people (not using 6 feet of separation) will be kindly asked to separate and practice proper social distancing.
2. **Hand Sanitizer.** Hand sanitizer stations will be placed at key areas around the property to provide easy access to our guests.
3. **Front of the House Signage.** There will be health and hygiene reminders signage throughout the property reminding guests to wear face coverings, sanitize/wash hands, and practice social distancing.
4. **Guests showing signs of Covid-19.** Guests demonstrating multiple Covid-19 symptoms (as defined by the CDC) may be approached by Security, and/or MOD, to determine if they require medical assistance. If it is determined that the guest requires medical assistance for possible COVID-19 infection the guest will be advised to stay in their room until medical assistance can be obtained. Once the guest has vacated the suite/villa, it will be taken out of inventory for EPA approved deep cleaning/sanitizing. Additionally, it will be determined if any team members encountered the guest, and appropriate steps will be taken to isolate them as well.

Guest Arrival:

1. **Greeter.** When necessary (during peak times, etc.), an associate/manager/director will be stationed in the main lobby to greet guests, answer any questions they may have, and provide any assistance they may need to ensure a safe and comfortable visit.
2. **Hotel Parking/Security Gates.** Parking gates will feature a touchless entry system. Guests may utilize the motion sensor to request a ticket, and/or utilize their RFID-enabled room key to enter/exit the gates.
3. **Hotel Entrance.** Upon entrance to the hotel, guests will encounter automatic doors, or a door manually operated by an associate. This will alleviate a major touch point that could potentially contaminate the hands of a guest.
4. **Check-in procedure.** At check-in, guests will receive information detailing our COVID-19 operational updates throughout the property, as well as any modified outlet hours/closings.

5. **Valet.** Guests will have to self-park, as the valet option will be suspended during the initial reopening of the hotel.
6. **Bell stand.** This amenity will still be available to guests, while being mindful of the social distancing measures of 6 feet. Additionally, the bell carts will be sanitized in between guests, and the bell staff will not enter the guest rooms (unless specifically requested by the guest). They will deposit the luggage directly outside the door of the guest room. They will ensure that the guest is aware the luggage is in the hallway, thereby allowing the guest to move their luggage into their room as quickly as possible (the bell staff will knock, and/or call the guest if the guest is not present with them).
7. **Guest Elevators.** There will be signage recommending guests wear a face covering and limit the occupancy to 4 people per elevator due to COVID-19 social distancing regulations.

Associates of the Caribe Royale

Associate Health:

- 1. Social Distancing.** Associates will be advised to practice social distancing by standing at least six feet away from other associates (and guests). This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line (i.e., clock in, Traka key system), etc. Additionally, this applies to all back of the house areas, including any break areas, offices, locker areas, etc.
- 2. Hand Washing.** Practicing frequent hand washing is vital to maintaining a healthy and safe environment. Associates will wash hands after the following activities: clocking in or out for their scheduled shift, obtaining keys from the Traka system, using the restroom, sneezing, coughing, touching face, smoking, eating, drinking, touching highly touched surfaces, before and after break. Additionally, if the associate does not engage in any of the previous activities, they will still be expected to wash hands at least every 60 minutes (and will be proactively reminded). Additional “temporary” hand washing stations will be available as needed. Proper handwashing training will be provided to all associates. If handwashing is not available hand sanitizer (with at least 60% alcohol) may be used until hands can be washed.
- 3. PPE.** Personal Protective Equipment will be worn according to the associate’s job function and will be provided by the hotel. It will be mandatory for all hotel associates to wear a face covering when in guest areas and back of the house areas. The Caribe Royale will provide face coverings to associates as they are needed. Some positions will be required to wear disposable gloves depending on their roles and responsibilities. These associates will receive instruction on the proper glove removal technique.
- 4. COVID-19 Training.** All associates returning to work will receive a COVID-19 reorientation on the updated protocols that have been put in place to maintain a healthy and sanitary environment for our guests and fellow associates. This training will be classroom style training utilizing proper social distancing protocols, that will be facilitated **prior** to the associate actively beginning their first shift back. Additionally, there are hand washing and glove removal videos posted on the learning management system within Paycor that associates may view at their leisure.
- 5. Pre-shift.** Shift times will be staggered to avoid large crowds of associates during this time. Social distancing of 6 feet will be practiced during pre-shift. Associates must utilize the available hand sanitizer after clocking in, and after receiving keys from the Traka key cabinets. Additionally, associates will maintain social distancing while waiting in line to clock in, and/or to receive keys from the Traka key cabinets.
- 6. Health Checks.** Associates are instructed to remain home if they feel ill. Additionally, automated temperature checks will be conducted (and kept confidential) prior to pre-shift to ensure the safety of our guests and associates. Anyone registering 100.0°F or higher will be sent to Human Resources and kindly asked to return home and possibly seek medical attention.

Additionally, all associates will be tasked with entering through one “associate entrance” in each of the 3 applicable buildings on property. This will allow associates to utilize one of the Pop Entry* automated temperature checks, or a designated “Health Screener,” to efficiently screen associates immediately after they clock in. Please see “Safety and Security” section for further information.

7. **PPE Distribution.** Associates will receive necessary personal protective equipment from their respective department. Each department will have different PPE protocols for each position, which will vary based on the job duties of the position. All job positions that require direct guest interaction will be expected to minimally wear a face covering.
8. **Back of the House Signage.** Signage will remind associates of the proper way to wash hands, utilize PPE (gloves, face coverings, etc.), sneeze/cough, avoid touching face, and remove disposable gloves without contaminating hands. Marketing will create all signage for the property.

Sanitation Procedures

General Guidance

1. **“Cleaning is housekeeping’s job, but sanitizing is everyone’s job”** – Aydee McCormick
2. **Frequency of Cleaning.**
 - a. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces using CDC approved ECOLAB Chemical: Peroxide Multi Surface Cleaner and Disinfectant.
 - b. When hotel associates are slow and/or not actively assisting guests, they should be sanitizing high touch surfaces.
3. **Cleaning and Sanitizing Surfaces.**
 - a. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to sanitizing where applicable.
 - b. Clean and sanitize surfaces as soon as possible especially in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.
 - c. Use CDC approved disinfectant cleaner: **Peroxide Multi Surface Cleaner and Disinfectant.** Do not re-use the cloth from room to room. Always maintain an ample supply of cloths.
 - i. **BLUE CLOTH:** Use to clean:
 1. **Surfaces:** counters, door handles, desks, tables, vanity tops, drawer handles, faucets, telephones, pens, remote controls, hairdryer handles, elevator buttons, handrails, hard surface furniture, light switches (spray cloth with disinfecting cleaner and wipe light switches, telephones, hairdryer handles, villas tablet and elevator buttons, NEVER SPRAY STRAIGHT ONTO THESE ITEMS), etc.
 - ii. **GREEN CLOTH:** Use to clean:
 1. **Surfaces:** Toilets, floors, any major “dirty” cleaning
 - iii. **Do NOT mix the cloths.** They must be sent in separate bags to the laundry. DO NOT MIX WITH guest linens and terry.
4. **Suites/Villas/Public Areas**
 - a. All high touch areas throughout the hotel will receive an extra layer of sanitation.
 - b. Please see “Housekeeping” section for more detailed information
5. **Presumptive COVID-19 contamination**
 - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite/villa the guest was staying in will be taken out of inventory for at least 72 hours. During this time, the room will be thoroughly sanitized using a fogger with EPA approved VITAL OXIDE disinfectant. Following this procedure, the room will receive a comprehensive deep cleaning. For further details please reference the Housekeeping document entitled “Disinfection Procedures”.

Safety and Security

Physical Distancing

1. **Queue Lines.** Any areas throughout the hotel that involve guests waiting in a line will need to be appropriately marked with social distancing in mind. Some of these areas could include: Check-in area, Expedia desk, Bell Stand, Café 24, Gift Shop, Java's, Calypso's, etc.
2. **Food/Beverage/Retail Outlets.** Restaurants and lounges will limit capacity in order to maintain 6 feet in between tables. Additionally, chairs at bars will be limited to maintain 6 feet in between one party/family/group and another party/family/group. The Caribe Royale Gift Shop, Café 24, and Java's will all limit the capacity of guests to 50% of standard capacity to safely maintain social distancing.
3. **Convention Center and Meeting rooms.** These spaces will be organized to conform to the recommended social distancing of 6 feet. Buffet style food will no longer be self-serve but will instead be served by banquet attendants. Additionally, sneeze guards will be in place at all buffets within the Convention Center/Meeting rooms. Guests will be expected to not cluster in groups of 10 people or more, unless the social distancing measures are being utilized.
4. **Pools.** Pool seating will be reduced to maintain 6 feet in between one party/family/group from another party/family/group.
5. **Back of the House.** Tables/seating in associate break areas will be reduced and/or reconfigured to maintain the 6 feet of social distancing. Break times will be staggered.

Associate Wellness Check

1. **Associate**
 - a. The first line of defense is simply reminding sick associates to stay home and seek medical attention if necessary.
 - b. As part of the associate "Wellness Check", each associate will utilize the touchless automated Pop Entry* device to check their temperature after clocking in, but prior to beginning their shift (when necessary a manual temperature check may also be utilized).
 - i. *The Pop Entry device utilizes facial recognition to scan the associate's face and confirm their temperature within seconds. The device will immediately inform the associate if their temperature is within acceptable parameters. This information is then securely stored in a confidential dashboard managed by the Human Resources department.
 - c. The following will be the "Wellness Check" locations throughout the property:
 - i. Executive Offices time clock (Reception Building)
 - ii. Food & Beverage/Culinary time clock (Reception Building)

- iii. Grand Caribe Convention Center time clock
 - iv. Services Building time clock
- d. When it is necessary to do a manual temperature check there will be an associate(s) assigned to be the designated "Health Screener" and take associate temperatures.
 - i. This individual will wear appropriate PPE as recommended per the local health authorities and/or the CDC.
 - ii. Each department should designate one associate (manager OR director **ONLY**) for each shift (except 3rd).
 - iii. 3rd Shift health screener will be the Manager on Duty.
- e. If an associate has a temperature exceeding 100.0° F, they will be asked to visit the Human Resources department to discuss next steps.
 - i. Additionally, if an associate is exhibiting signs/symptoms mid-shift of COVID-19 they will have their temperature checked.
 - ii. If HR is not open (i.e., night, or weekend) the associate should be sent home, and Human Resources will reach out to the associate as soon as possible.
- f. Human Resources will provide information regarding medical assistance and/or COVID-19 testing.
 - i. Associates may not return to work while waiting for a COVID-19 test result. If they receive a positive result they may only return once they meet the conditions below (see #4 and #5 under Associate Wellness Check).

2. Associates in contact with suspected COVID-19 guest

- a. Associate will notify supervisor immediately of the situation and will be notified of next steps that will need to be taken.

3. Associates in "close contact" with a COVID-19 positive individual

- a. **Close contact** is defined as: anyone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours before the person began feeling sick until the time the patient was isolated.
- b. **Associate will get tested immediately**, and will not return until they receive a negative test result (if the associate is unable to get tested immediately, they will have to self-isolate)
 - i. Self-isolate details:
 - 1. Stay home until 14 days after your last exposure.
 - 2. Check your temperature twice a day and watch for symptoms of COVID-19.
 - 3. If possible, stay away from people who are at higher-risk for getting very sick from COVID-19.
- c. **Close contact AND living with** the close contact individual
 - i. Associate will test immediately to determine contact tracing.
 - ii. Associate will self-isolate for at least 14 days from date of notification.
 - iii. Associate will re-test on the 14th day.
 - iv. Associate may return on the 15th day from notification provided they have a negative test result, and they are symptom, and fever, free.

4. COVID-19 Positive Associates WITH symptoms under home isolation

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
 - 1. A negative test result, and
 - 2. 24 Hours with no fever without the use of fever-reducing medications, and
 - 3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn't delay return to work, and
 - 4. At least 10 days have passed since symptoms first appeared.

5. COVID-19 Positive Associates WITHOUT symptoms under home isolation

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
 - 1. A negative test result, and
 - 2. At least 10 days have passed since the date of their first positive COVID-19 viral test assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then the symptom-based strategy above should be used.

6. COVID-19 Positive Associates WITH severe illness requiring hospitalization

- a. If the associate tests positive for COVID-19, and is considered to have "severe illness" that requires hospitalization they will not be permitted to return to work, or the property until they can affirm that they meet the following conditions:
 - 1. A negative test result, and
 - 2. 24 Hours with no fever without the use of fever-reducing medications, and
 - 3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn't delay return to work, and
 - 4. At least 20 days have passed since symptoms first appeared.

****As with any related COVID-19 issue, these "Associate Wellness Check" guidelines are subject to change as new developments and information become known.***

COVID-19 Committee

1. Purpose

- a. This committee will be formed to create, monitor, and facilitate the COVID-19 safety protocols put in place throughout the property.
- b. The COVID-19 committee will meet every Thursday @ 9am during the initial “reopening” period, and as needed thereafter. The committee consists of the Senior Management Team and the Training and Development Manager.
- c. In the preliminary committee meeting the newly created Caribe Royale COVID-19 Operations Playbook will be reviewed/modified.
- d. Following the adoption of the playbook future meeting agendas will include:
 - i. Policy updates, deletions, and/or modifications
 - ii. Relevant news surrounding the “new normal.”
 - iii. COVID-19 incidents on property
 - iv. Training/reorientation

Department Procedures

Front office

1. **Valet**
 - a. To maintain the health and cleanliness of our guests and their vehicles, all guests will be required to self-park.
 - b. Van and golf cart will be sanitized after transporting guests to towers/villas/GCCC.
 - c. Associates/valets will not open the doors of cars/taxis/etc.

2. **Bell Stand**
 - a. Bell staff will be required to wear face coverings as well as disposable gloves.
 - b. Bell staff will place all luggage directly outside the guest room and they will **NOT** enter the suite unless the guest specifically requests assistance.
 - c. Staff will then wipe down guest luggage handle after delivery.
 - d. Bell staff will offer the guest the option of meeting them at their room with their luggage (and taking a separate elevator) OR riding the elevator together so the guest does not lose sight of their luggage.
 - e. All bell carts will be sanitized after each use, in addition to any other high touch areas.

3. **Front Desk**
 - a. Sanitize all high touch areas in and around the lobby area (business permitting) including desk, signature pad, stylus/pen, stanchions, tables, etc.
 - b. All room keys will be individually sanitized utilizing CDC approved chemicals and/or UV disinfectant light before being put back into circulation.
 - c. Front desk will have protective shields installed to minimize contact between guests and agents.
 - d. Credit card reader is faced toward the guest, so they do not have to hand card to agent.
 - e. Every other “station” will be closed thereby allowing agents to maintain social distancing between themselves.
 - f. Guests will receive “Wellness” information containing CDC recommendations designed to keep themselves and their family safe and healthy throughout their stay.
 - g. Pens will be sanitized after each use. As an alternative, after a pen is used once it may be placed in a “used” cup for later sanitization.

4. **Automated Business Center/Game Room**
 - a. The automated business center will be continually sanitized throughout the day focusing on high touch areas including door handle, keyboard, mouse, monitor, desk, credit card machine, copier, etc.
 - b. Game room will be sanitized throughout the day with a focus on high touch areas.

IT

1. **Room Calls**

- a. PC technicians that must enter guest rooms due to a “call,” must be wearing the appropriate PPE (face covering/disposable gloves) and must maintain 6 feet of distance from the guest.
- b. Golf carts will be sanitized after each use.
- c. If a guest calls Front Desk/PBX requesting IT assistance, please transfer to x1100

Food & Beverage

2. Outlets – General

- a. Breakfast buffet in Tropicale will be temporarily discontinued.
- b. Outlets will all operate at 50% normal capacity (Please see Café 24 for further details).
- c. High touch surfaces will be sanitized hourly in all outlets.
 - i. Host stands will be sanitized minimally once per hour.
 - ii. Service stations, counters, high touch service areas will all be sanitized minimally once per hour.
 - iii. Trays will be run through the dish machine once per hour when possible, otherwise they will be sanitized minimally once per hour.
 - iv. POS stations and credit card terminals will be sanitized minimally once per hour.
 - v. Tables and seating will be sanitized after each guest
- d. All associates will wear disposable gloves, and face coverings.
- e. Check presenters and/or pens will be sanitized after each use.
- f. Breakfast/Lunch menus will be single use and disposed of after each guest.
- g. Dinner menus will be sanitized after each use.
- h. Self-serve condiments will be removed and will be distributed by cashiers where appropriate (primarily Café 24, and Java’s).
- i. Silverware will be rolled, and all straws will be individually wrapped.
- j. Food will be presented with a cover.
- k. Each guest will receive a sanitizer wipe while dining.

3. Café 24

- a. Salad bar/buffet will be temporarily discontinued.
- b. Once inside, guests will be asked to follow the arrows around the café to maximize the social distancing protocols.
- c. Registers will have marks on the floor to maintain 6 feet in between guests.
- d. Upon completion of their purchases, they will exit through the main door of Café 24.
- e. If they order pizza/panini:
 - i. The guest will take a number and a chit/receipt with item(s) ordered, they will then pay the cashier for all their items (including pizza/panini - using chit), they will exit the Café with their number and wait in the hall/atrium for their item to be delivered by a F&B associate. This process will keep guests from standing idle inside the café and disrupting the social distancing protocols.
 - ii. Additionally, this process will need to be communicated to guests by the cook and cashier.

4. Room Service

- a. Upon initial reopening room service will not be offered, but a Café 24 pickup/delivery option will be available to the guest instead.

- b. Café 24 (and room service) will feature ecofriendly disposable cutlery, plates, and to-go containers.
- c. Once room service resumes the following will be the protocols:
 - i. Room service menu will ONLY be on the TV, there will not be any collateral.
 - ii. Disposable gloves and face covering will be used whenever delivering orders to guests.
 - iii. Associates will not enter the guest's room with the order.
 - 1. If the room service attendant has a trolley, they will allow the guest to take the food/utensils/condiments from the trolley and place them in the room.
 - 2. If the room service attendant has a tray, they will simply hand the tray to the guest to place in the room.
 - iv. When the guest is finished, they may leave the items in the room or place them in the hallway, whichever is more convenient for them.
 - v. Golf carts will be sanitized after each use.

5. Social Distancing

- a. Each associate working behind a counter/bar will work within a specified zone. By staying within their zone, they will be able to maintain the proper social distancing.
- b. Associates working "on the floor," such as servers/bussers, will need to be aware of their surroundings and maintain 6 feet between themselves and guests/associates.

6. Back of House Associates

- a. All culinary/stewarding associates will maintain 6 feet in between themselves and other associates. Ensure they are always wearing the appropriate PPE.

Retail/Fitness Center

1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned at least once an hour including phones, POS, checkout counters/desks, credit card terminals, stylus/pen, etc.
- b. Guests will be encouraged/reminded to clean the equipment after each use with products provided by the hotel.
- c. Fitness Center Attendant will clean equipment after guest use and at least once an hour.
- d. Fitness Center & Gift Shop will both operate at 50% normal capacity.
- e. Any rental equipment will be thoroughly sanitized after guest use and immediately prior to guest use.
- f. Every other piece of cardio equipment will have a "Please do not use" sign to enforce social distancing.
- g. Do not offer self-service option for towels.

Security

1. Guest Interaction

- a. All security officers will wear face covering/disposable gloves.

- b. While interacting with guests they will maintain the proper social distancing.
 - c. Security officers will help to remind associates and guests to maintain social distancing.
 - d. Proper sanitizing procedures will be used following all guest incidents.
 - e. All high touch points within the security office will be sanitized on an hourly basis, including door handles, keypad, sliding window, keyboards, mouse, mouse pads, countertops, etc.
2. **Cleaning and Sanitizing**
- a. When associates remove a key card **AND** return the same key card to the Traka key cabinet, they will wipe the card off with an anti-bacterial wipe (placed next to all Traka key cabinets).
 - b. Traka key cabinet fingerprint areas will be sanitized after each use and every hour, utilizing microfiber cloths and alcohol wipes.
 - c. Golf carts will be sanitized after each use.

Engineering

1. **Room calls**
- a. Engineers that must enter guest rooms due to a “call,” must be wearing the appropriate PPE (face covering/disposable gloves) and must maintain 6 feet of distance from the guest.
 - b. Golf carts will be sanitized after each use.
2. **Staggered shifts**
- a. Engineers will have staggered lunch breaks to avoid a large gathering of associates in the engineering break area.
3. **Main Pool**
- a. Maintaining proper pool operation and maintenance (including use of disinfecting chlorine and bromine) will create a safe and secure pool environment and will “inactivate the virus in the water” (per the CDC).
4. **Main Pool Deck**
- a. Guests are reminded to practice good hand hygiene while enjoying the pool area.
 - b. Pool loungers/chairs will be reduced to accommodate social distancing.
 - c. All high touch areas in, and around, the main pool will be thoroughly disinfected with a CDC approved chemical throughout the day.
 - d. When possible, pool chairs and patio furniture will be sanitized after guests vacate.
 - e. At a minimum, pool attendant will sanitize empty pool chairs and patio furniture several times throughout the day (this includes the kiddie pool).
 - f. Soiled towels will be picked up by pool attendants using disposable gloves and placed in the dirty towel bin. Attendants will remove soiled gloves in accordance with proper training protocols.
5. **Whirlpool Spas**
- a. The 3 whirlpool spas on property will be closed until further notice.

Back of House Offices

1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned at least once an hour including door handles, common desk/counter areas, copy machines, scanner/fax machines, etc.
- b. Any shared office equipment will need to be cleaned every hour including computers, keyboards, mouse, mouse pad, telephone, pens, etc.

Convention Services

1. Cleaning and Sanitizing

- a. Hand sanitizer stations will be placed at key areas throughout the Convention Center.
- b. High touch surfaces need to be cleaned continually (at least once an hour).
- c. Items within meeting spaces need to be single use or cleaned after each use.
- d. All table linen will be replaced after each use.
- e. Clean **and** soiled linen will be placed in plastic bags for transportation into and out of banquet/meeting rooms.

2. Food Functions

- a. Several options of upgraded touchless boxed meals, individually prepackaged coffee breaks and reception food items, have been created.
- b. Attendants will serve all buffets to include coffee breaks and receptions.
- c. Offering passed canapés will be suspended.
- d. Sneeze Guards will be used on all buffets.
- e. Buffets will be limited to 350 guests.
- f. Large displays on receptions, to include carving and action stations, will be suspended.
- g. Services such as offering water, and iced tea, from pitchers during meal functions will be suspended, instead we are offering a preset bottled water at each place setting, available at a reduced cost.
- h. Meal functions will be set at 72" rounds of 7 guests whenever possible.
- i. All condiments will be in individual packets.
- j. All functions will utilize rolled silverware.
- k. Plated functions will be served with plate covers on; servers will remove after set at place setting.

3. Meeting Rooms

- a. Doors will be propped open at the start of the function to mitigate a high touch point.
- b. Utilizing theater style sets whenever possible will be encouraged.
- c. Meeting rooms will be set with twice the number of chairs than expected guests (interlocking chairs).
 - i. Each guest will be required to leave one empty seat in-between themselves and the next guest.
- d. If Classroom, U-shape, Conference, and/or Hollow-Square meeting room sets will be required, each meeting room will be set to maximum.
- e. Water stations and water pitchers will be temporarily suspended.

- f. Bottled water will be available for purchase at a reduced cost and may be placed at each seat.
- g. The use of pads and pens in meeting rooms will be suspended.

Housekeeping

1. Social Distancing

- a. There will be limited housekeeping offered during the initial reopening.
 - i. Will only be available upon guest request (before 9am) and/or guest departure.
 - ii. This will be noted in a letter to the guest regarding COVID-19 revised operations.
- b. If housekeeping is required suite attendants will minimize contact with guests. If necessary, suite attendants will request a time to return when the room will be unoccupied.
- c. No more than 2 associates will be permitted in the associate elevator

2. Staggered shifts

- a. Laundry/Suite Attendants will have staggered shifts (and lunch breaks) to avoid a large gathering of associates in the break room.

3. Safety guidelines during cleaning and sanitizing. Always practice good hand hygiene after cleaning!

- a. Use an alcohol-based hand sanitizer if soap and water are not available.
- b. Wash hands often with soap and water for at least 20 seconds.
- c. Key times to clean hands include:
 - i. After cleaning the bathrooms, surfaces and in between cleaning guest rooms
 - ii. After blowing your nose, coughing, or sneezing
 - iii. After using the toilet
 - iv. Before eating or preparing food
 - v. After touching an animal, animal feed or animal waste
 - vi. Before and after providing routine care for another person who needs assistance (for example, a child)
 - vii. Before and after treating a cut or wound
 - viii. After handling trash
 - ix. After cleaning activities
 - x. After using public transportation
 - xi. Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
 - xii. Do not touch your eyes, nose, or mouth with unwashed hands.
 - xiii. Do not shake hands. Instead, wave.
 - xiv. If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
- d. Wear disposable gloves when cleaning and sanitizing. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
- e. Wear eye protection when there is a potential for splash or splatter to the face.
- f. Store CDC approved chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.

4. **Guest Room Sanitizing.** It is **mandatory** that all high-touch areas are cleaned and sanitized in every guest room assigned to be cleaned:
 - a. Doors, door handles
 - b. Counters, desks, tables, vanity tops
 - c. Drawers, drawer handles, closet door handles, hangers, luggage racks
 - d. Refrigerator, microwave, coffee maker, and stove door handles
 - e. Toilet seats, toilet handles, bathtubs, shower walls, sinks, faucet handles
 - f. Telephones, pens, remote controls, hairdryer handles, light switches & knobs
 - g. Safe buttons, clock radios, coffee makers, ice buckets, irons, curtain wands, thermostats
 - h. Hard surface furniture: Desk chair arms, villa patio furniture, villa chairs and barstools
 - i. Villa kitchen counters, kitchen cabinets, cutlery and glassware
 - j. Villa tablets, sliding doors

5. **Presumptive COVID-19 contamination**
 - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite/villa the guest was staying in will be taken out of inventory for 72 hours. Following this time frame the room will deep cleaned/sanitized using EPA approved sanitation protocols.

6. **Guest Room Special Concern Items**
 - a. Collateral will be removed from all suites/villas.
 - b. Individually wrapped wipes will be placed next to guest room telephones and remote controls for guests to use at their leisure.
 - c. Service items such as glassware and coffee mugs will be removed from suites.
 - i. These items will stay in the villas and will be washed in the dishwasher after guest departure.
 - d. Bins transporting linens will have custom made covers.

7. **Public Areas**
 - a. Hotel Guest Elevators
 - i. Sanitize elevator button panels inside and out at least once per hour
 - ii. Sanitize elevator handrail at least once per hour
 - b. Clean and sanitize all high touch areas including but not limited to:
 - i. Front desk counter
 - ii. Bell desk
 - iii. Guest Services desk
 - iv. Door handles, push plates
 - v. Drinking water fountains
 - vi. Ice machine buttons
 - vii. Guest laundry room machines/soap dispenser machines
 - viii. Public restrooms: Toilet seats, toilet handles, faucets, doors, door locks
 - ix. Handrails
 - x. Business center
 - xi. Game room equipment
 - xii. The Loft counter bar
 - xiii. Hard surface furniture: tables, chairs

- xiv. ATM Machine
- xv. Pay parking machines
- xvi. Fitness Center
- xvii. Tower Concierge Desks
- xviii. Java's sitting areas

8. Shared equipment and tools

- a. To be sanitized at the start and end of each shift or anytime it is transferred to another associate:
 - i. Carts
 - ii. Laundry bins
 - iii. Vacuums
 - iv. Master keys
 - v. Broom handles
 - vi. Toilet and scrub brushes, sponges
 - vii. Telephones, radios, and iPods
 - viii. Desks, pens
 - ix. Computer keyboards and mice
 - x. File cabinets and binders
 - xi. Back of the house restrooms to be sanitized every 4 hours
 - xii. Cover all suite attendant carts while in public areas
 - xiii. Cover all bins in the hallways
 - xiv. All clean laundry bins must be covered as soon as completed

9. Back of the house. The following will be cleaned and sanitized:

- a. Break room tables and chairs
- b. Microwaves
- c. Refrigerator
- d. Coffee maker
- e. Faucet handles
- f. Restrooms and lockers
- g. Drinking water fountain
- h. Time clocks and Traka key cabinets

10. Laundry

- a. Each associate is responsible to wipe machine controls at the start and end of each shift or any time it is transferred to another associate.
- b. Sorters must wear all PPE including an apron.
- c. All finished product must be covered to avoid exposure.
- d. All clean linen must always be stored away from soiled linens.
- e. Never transport clean and dirty linens at the same time.

Associate and Guest Assistance

COVID-19 Testing Sites

1. **COVID-19 Testing Sites**
 - a. CareSpot now has COVID-19 “evaluations and testing” available at all locations.
 - i. For locations please visit: <https://www.carespot.com/locations/>
 - b. Orange County has various test sites available throughout the County.
 - i. For locations please visit: <http://orangecountyfl.net/EmergencySafety>
 - ii. Some of these sites require insurance, some of them do not. If you have Cigna Health insurance through the Caribe Royale, you will be covered either way.
 - iii. Please also be aware that some of these test sites have certain qualifications that you must meet in order to be tested. Please visit <http://orangecountyfl.net/> for more information.
 - c. Osceola County testing sites are very fluid, please check the Osceola County website.
 - i. Please click the following for more information:
 1. <https://www.osceola.org/covid19testing/>

Important Guest Information

1. **Guests requiring assistance**
 - a. If a guest requires assistance regarding COVID-19 health concerns, they may speak with our Security team by dialing “0” and requesting security assistance.
 - b. They may also choose to visit the Buena Vista Urgent Care clinic directly across from the hotel, Dr. Phillips hospital, Celebration Hospital, or call 911 if it is an emergency.