



## Welcome!

We sincerely thank you for considering to stay at one of our resort hotels. Whether you are visiting our beach, harbor or seaside locations, or the majestic mountains surrounding North Conway and Jackson Hole, we are fortunate that natural beauty surrounds our locations.

**To sum it up, nature provides a great way to social distance.**

## Our Commitment to a Safe, Clean and Comfortable Stay

We take standards for hygiene and cleanliness very seriously. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19. Specific steps we are taking include:

### Associates Health, Safety and Knowledge:

Hotel Associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. Our associates are reminded daily that cleanliness starts with this simple act.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel Associates are also completing enhanced COVID-19 awareness training.
- **Monitoring our Associates' Health:** We are conducting daily wellness checks of our staff at the start of each shift.

### Cleaning Products and Protocols:

Our hotels use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the Front Desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where Associates work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like Associate entrances, locker rooms, laundry rooms and staff offices.

**We look forward to hosting you for a safe and enjoyable stay!**