

# Our Commitment to You

## Health and Safety Cleanliness Standards

Updated May 19, 2020



*At Gaylord Hotels, the health and safety of our guests remain of paramount importance to us.*

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The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. We are elevating our cleanliness standards and changing hospitality norms. As a part of Marriott International's family of brands, we have put in place a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's **Commitment to Clean.**



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## ■ Health & Safety Expertise

*Marriott's Global Cleanliness Council consists of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations.*

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This council is working on developing a new generation of global hospitality cleanliness standards, norms and behaviors for our more than 7,300 properties around the globe. The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and will benefit from knowledge and input from both in-house and outside experts including senior leaders from across Marriott disciplines like housekeeping, engineering, food safety, occupational health and associate wellbeing. The Council also includes advisory members Dr. Ruth L. Petran, Senior Corporate Scientist, Food Safety & Public Health for Ecolab, a global leader in water, hygiene and infection prevention solutions and services; Dr. Michael A. Sauri, Infectious Disease Specialist at Adventist Healthcare; Dr. Richard Ghiselli, Head of the School of Hospitality & Tourism Management at Purdue University; and Dr. Randy Worobo, Professor of Food Microbiology in the Department of Food Science at Cornell University.



Gaylord Rockies Resort & Convention Center

We are also partnering with **Ecolab**, a global leader in infection prevention solutions with 97 years of experience, to ensure that we are taking appropriate measures to address a broad spectrum of viruses, including coronavirus (COVID-19). We are following the guidance of the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and the guidance of our state and local health authorities regarding COVID-19.

In addition to all Gaylord Hotels associates (STARS) completing new and additional training to ensure a safe and clean environment, every hotel has also identified **dedicated hygiene specialists** who are hyper-focused on the health and safety of our guests. In conjunction with this team, every hotel has **on-site medical personnel** -- Emergency Medical Technician (EMT) and/or a registered nurse available.



## ■ Our Commitment to Clean

*At Gaylord Hotels, we have put in place a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19.*

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**Below is an overview of the key components of our plan:**

**New Cleaning Technologies:** Enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization will be used to sanitize surfaces throughout our hotels.

**Cleaning Regimen Changes:** We have implemented extra-stringent daily cleaning procedures, focused heavily on high touchpoint areas. In public spaces, Gaylord Hotels has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, aquatic areas, fitness center, and meetings & convention spaces, will have dedicated staff to sanitize frequently throughout the day. You will see more hand sanitizing stations around Gaylord Hotels – near the entrances and front desks, elevator banks and fitness and meeting spaces. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We will also be placing disinfecting wipes in each room for guests' personal use.



**Guest Contact:** We will be using signage throughout our hotels to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing. We are adding partitions at front desks, concierge stands, and food and beverage service lines to provide an extra level of precaution for our guests; and, are implementing line management initiatives to reinforce proper social distancing. For the protection of our guests and STARS, we have implemented “upon request only” housekeeping service and no STARS will be permitted into guest rooms while a guest is present unless for emergency reasons. Masks and gloves will be available to all STARS.



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**Contactless Service:** Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



**Food Safety:** At Gaylord Hotels, food handlers and supervisors will be trained on safe food preparation and service practices. The company's food and beverage operations will be required to conduct self-inspections using its food safety standards as guidelines, and compliance will be validated by independent audits. We will also be enhancing sanitation guidelines and training videos for STARS that include hygiene and disinfecting practices. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets.

**Meetings & Events:** A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees safe. Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local fire department, as well as state and local health authority guidelines for proper physical distancing. This includes density reduction in all meeting rooms and exhibit hall spaces. Convention public space attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers will be utilized in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

**STAR Health & Safety:** All STARS are required to have their temperature taken prior to entering their work area. Anyone with a temperature over 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition of a reportable illness per the CDC) will not be allowed to work. STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the resort, the property will work with the local health department to follow the appropriate recommended actions.

**Sustainability:** As part of our focus on your health and wellbeing, we continue to uphold our commitment to responsible and sustainable business practices. Through various programs and initiatives, such as Make a Green Choice, a Marriott Bonvoy program that allows Marriott Bonvoy members to earn points or plant a tree by foregoing



housekeeping services, and the Marriott Bonvoy app, we embrace our responsibility to be a force for good, benefiting our community and the environment.

## ■ Gaylord Hotels Technology

*We are utilizing the latest technology to ensure a sanitary environment.*

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*Some examples:*

**Electrostatic Sprayers** will be utilized to apply hospital-grade disinfectant to high-touch surfaces including hotel lobbies, public spaces, guest rooms, meeting and convention areas, and heart-of-house. Using the highest classification of disinfectants recommended by the CDC and WHO to treat known pathogens, this technology will also be used to disinfect areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, the fitness center, and back-of-house.

**Thermal Scanners** are deployed at each STAR entry point to allow security officers to conduct non-invasive temperature checks of all STARS. Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care.

**Mobile Technology:** Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



Gaylord National Resort & Convention Center

## Other COVID-19 Protocols

*We have been asked about our specific procedures should we be alerted to a case of COVID-19 at our resort.*

**Case Notification.** All Gaylord Hotels have certified Emergency Medical Technicians (EMTs) and/or a registered nurse on-site. If the hotel is alerted to a suspected case of COVID-19, the guest will be directed toward appropriate medical care through our staff, who follow the direction of local health authorities. We will then conduct additional cleaning and disinfecting protocols of all areas that the guest may have been in during their visit.

**Guest Room Recovery Protocol.** In the event there is a guest with a confirmed case of COVID-19, their guest room will be removed from service and will undergo a specific cleaning protocol by a licensed third-party expert. The guest room will not be returned to



service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar protocols will be used to address offices and other back of house areas.

## ■ Specific Actions and Initiatives

The actions listed below are an overview of the specific protocols that have been implemented during this time. Each operating department has its own customized set of procedures and is built upon the guidance and consultation of infectious disease experts in the country. We will continue to refine and update our plan as our experts provide more information.



Gaylord Opryland Resort & Convention Center



Gaylord Texan Resort & Convention Center

## ■ Public Spaces and Leisure Amenities

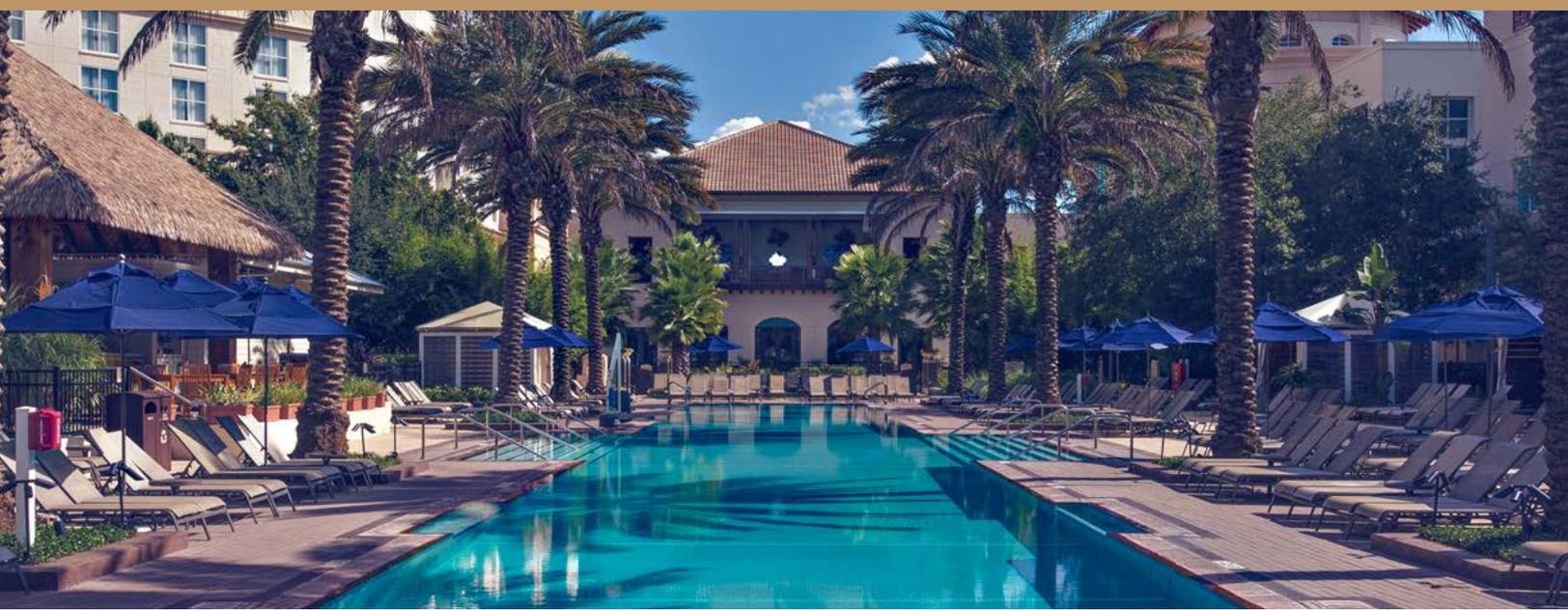
*The frequency of cleaning and disinfecting by dedicated staff will be increased in all public spaces with an emphasis on high-touch surfaces.*

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Electrostatic sprayers will be used to disinfect areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, the fitness center, and back-of-the house. Additionally, hand sanitizer stations will be prominently placed throughout the resort.

## Front Desk/Arrival/Bell Services/Departure

- A lobby greeter will welcome guests and provide guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They will also ensure social distancing measures are followed.
- Sneeze guards will be installed at all front desks, concierge, and bell stands.
- Every other front desk station will be available in order to maintain distancing.
- Stanchions and floor decals will provide six-foot social distancing intervals and delineators to properly space guests for line management.
- Guests will be encouraged to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact. Digital Key Packets/resort information will be sent to guests' phones. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*
- Public space attendants will be dedicated to regular cycles of guest touch point sanitization.
- Electrostatic disinfecting sprayers will be used to disinfect all areas in the public areas.
- Paper receipts and shared items (for example, pens), will be eliminated.
- Key cards will be disinfected after each use.
- Signage will be posted to explain elevator capacity to adhere to social distancing procedures.
- Bell services will be on a request only basis. Attendants will wear appropriate Personal Protective Equipment (PPE) and the bell carts will be sanitized after each use. When delivering luggage to the guest's room, it will be delivered after the guest is in the room in order to ensure social distancing.



Gaylord Palms Resort & Convention Center

## Pool/Waterpark Areas

- Aquatic area attendants will be dedicated to regular cycles of guest touch point sanitization.
- Lounge chairs will be spaced out and/or removed from service, and cloth chair cushions will be removed.
- There will be expanded distance between chaise lounge chairs to maintain social distance, allowing family units up to 8 people together.
- Chaise lounge chairs, cabanas, and lazy river tubes will be sanitized prior to and after each use.
- Sneeze guards will be installed at towel desk/kiosks.



- Signage will be used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols.
- Towel desk/kiosks and all other desks and counters will be sanitized frequently by hospital-grade disinfectant.

### **Relâche Spa**

- Guests will be required to complete a medical check list prior to any service.
- All guests receiving a massage will be required to shower prior to the treatment and for esthetician services they must wash their hands.
- Therapists will wear aprons that will be changed after each client and they will wear appropriate PPE based on the service being performed.
- All treatment rooms will be sanitized after each treatment.

### **Fitness Center**

- Fitness center attendants will be dedicated to assisting with the sanitization of equipment after guest use.
- Every other fitness machine will be placed out of order to allow for social distancing between guests.
- There will be signage on all equipment and throughout the facility to remind guests of the requirement to wipe down equipment after use.
- Electrostatic disinfecting sprayers will be used to disinfect all areas in the fitness center.

### **Transportation**

- Drivers and parking booth attendants will wear appropriate PPE.
- Sneeze guards will be installed at all valet stands.



- Seating arrangements and capacity adjustments will be implemented to limit capacity and allow for space between riders. For example, buses will be loaded from back to front and each guest will sit on the window seat on the left and right side skipping every other row. For town cars and SUVs, no more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan (unless from same household). Guests will not be permitted in the front passenger seat.
- There will be frequent sanitation of high-touch points before use and between each ride.
- Hand sanitizer and mask self-dispenser stations will be available at key transportation entrances.
- For self-parking, ticket dispensers and exit credit card payment machines will be sanitized several times throughout the day.

## ■ Guest Rooms

*Guest rooms are a place of respite for guests and they need to feel confident that the room is clean and a safe environment.*

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- Each room will receive a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests will be left outside the guest room in a sealed container.
  - Electrostatic sprayers will be used to disinfect each room.
  - Non-essential amenities, like non-disposable glass wear, will be removed from the room.

- There will be an increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- All surfaces will be thoroughly cleaned with hospital-grade disinfectants.



Gaylord Opryland Resort & Convention Center

- “Upon request only” housekeeping service and Make A Green Choice, a Marriott Bonvoy program that gives guests the option to earn points or plant a tree if they forgo housekeeping services, will be implemented
- No STARS will be permitted into the guest’s room while a guest is present unless for emergency reasons. Masks and gloves will be made available to all STARS.



## ■ Meetings, Conventions & Events

*Our meeting, convention and event attendees are of paramount importance to us and new, comprehensive cleaning and sanitizing protocols have been designed to keep attendees, and our STARS, healthy and safe.*

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Gaylord National Resort & Convention Center



*Highlights include, but are not limited to, the following:*

## **Banquet**

- Seating capacities and floor plans will be reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- All shared equipment and meeting amenities will be sanitized before and after each use or will be single use if not able to be sanitized.
- All linen, including underlays, will be replaced after each use.
- Buffets and coffee break stations will be attended and served by an attendant to eliminate guest contact on serving utensils.
- Prepackaged food on coffee breaks and individually packaged beverages (no pitchers or carafes) will be served.
- Sneeze guards for food service lines will be installed.
- Disposable cups and glasses will be used for all breaks.
- Flatware will be provided as a roll-up.
- Butler passed food and beverage will be suspended.
- Preset food and drinks will be restricted.



Gaylord Texan Resort & Convention Center

## Meeting Space

- Seating capacities and floor plans will be reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time will be implemented (when available).
- Use of electrostatic disinfecting sprayers will be used to disinfect areas in the convention center including meeting rooms, exhibit halls, and public spaces.



- Convention public space attendants will be dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room doors, light switches and other equipment will be sanitized after each group's use.
- Electrostatic disinfecting sprayers will be used for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions.
- Meeting sets on tables will be removed.
- No water carafes or water pitchers will be placed on meeting tables or water stations.
- Signage will be posted outside of meeting and event rooms will remind guests of appropriate physical distancing guidelines.
- Hand sanitizer stations will be placed throughout the meeting spaces, convention center, break-out spaces and corridors.
- FAQs will be made available on-line to give attendees information about health & safety protocols.
- Groups can choose to test attendees for COVID-19 and manage the process holistically.

## ■ Restaurants & Bars

*In response to the current environment, Gaylord Hotels will follow enhanced sanitation guidelines and utilize food safe trainings for all hosts, servers, food runners, and chefs.*



To minimize risk, we have modified access to menus to include digital menus and disposable printed menus.

*Specific actions and protocols include, but are not limited to, the following:*

- Seating capacities, floor plans, and occupancy limits will be limited to expand distance between diners and in compliance with state and local mandates.
- Hostess and managers will manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures will be implemented when guests are not able to be immediately seated.
- Sneeze guards will be installed at all host stands.
- Electrostatic sprayers will be used to disinfect all restaurants and bars every night.
- High-touch points will be sanitized throughout the day.
- Bars, tables and chairs will be sanitized between each seating.
- Restaurant attendants will be dedicated to regular cycles of guest touch point sanitization.
- Digital menu options will be available mobile device to limit printed menus.
- Outlets will offer take out menus, grab-and-go offerings, or counter service where appropriate.
- Check presenters, votives, pens, and all other reusable guest contact items will be sanitized after each use.
- Hand sanitizer stations will be placed at the entrance to each outlet.
- All food and beverage STARS will be fully trained and compliant in food safety training and protocols.



Gaylord Rockies Resort & Convention Center

## ■ STAR Initiatives

*Our STARS – health, safety and knowledge – are essential for an effective cleaning program.*

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*Here are ways we are supporting them:*

**New & Ongoing Training:** In addition to training on housekeeping and hygiene protocols, STARS will also complete enhanced COVID-19 awareness training, with more comprehensive training for STARS with frequent guest contact including housekeeping, food & beverage, public area attendants, hotel operations and loss prevention.



**Temperature Checks:** All STARS will be required to have their temperature taken prior to entering their work area. Anyone with a temperature over 100.4°F or exhibiting any known symptoms of COVID-19 will not be allowed to work.

**Hand Hygiene:** Frequent and proper handwashing practices and utilization of hand sanitizers are both vital to help combat the spread of viruses. In our daily meetings, our STARS will be reminded that cleanliness starts with this simple act.

**Personal Protective Equipment (PPE):** Appropriate PPE – masks and gloves – will be provided and will be required to be worn by STARS based on their role and responsibility, as well as in adherence to state and local guidelines. STARS will also be trained on proper use and disposal of PPEs.

**Real Time Information:** Gaylord Hotels corporate and regional teams will be on standby 24/7 to support the hotels and coordinate with local and regional authorities.



## ■ For Further Information

*Your health and safety are our Number One priority!*

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Your health and safety are our **Number One** priority and if you have any questions that have not been answered here, please direct your inquiry to:

**Gaylord National**

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