



# Hotel Roanoke & Conference Center

COVID-19 PROPERTY OPERATIONS GUIDE

*\*SUBJECT TO CHANGE WITHOUT NOTICE*

# Scientific guidance and industry best practices

To ensure the health and safety of guests and employees at The Hotel Roanoke & Conference Center, a comprehensive review of the physical building and operations has been assessed, utilizing the latest scientific data and best industry practices from several resources. Therefore, we are confident that re-opening The Hotel Roanoke & Conference Center will be done safely and using the best methods of cleanliness known and available.

**Centers for Disease Control (CDC):** *Cleaning and Disinfection for Community Facilities.*

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

**American Hotel & Lodging Association:** *Stay Safe, Enhanced Industry Wide Cleaning Standards*

<https://www.ahla.com/safestay>

**Benchmark Hotels and Resorts:** *Re-opening Guidelines for the New Normal*

**National Restaurant Association:** *Reopening Guidance for COVID-19*

**International Association of Conference Centers:** *Reopening Resources Guide.* <http://www.iacconline.org/iacc-venue-re-opening>

**Best Industry Practices from:** *Hilton CleanStay Program & Hilton EventReady with CleanStay Program*



# What's enhanced at The Hotel Roanoke & Conference Center

## **General Prevention**

- Cleaning regimen enhancements
- Physical distancing signage
- Abundant hand sanitizer stations

## **Employees**

- Extensive training on CV prevention
- PPE worn by role
- Daily wellness checks

## **Guest Rooms**

- Enhanced cleaning technologies and procedures
- Hilton CleanStay Program

## **Shuttle Service**

- Limited passengers per trip

## **Public Spaces**

- Elevator passenger use limited
- Public seating reduced
- Additional outdoor seating
- Installed glass partitions at Front Desk, Business Center, Regency Host Stand, and other high interaction areas

## **Restaurants and Bar**

- Service with minimal guest contact
- Room service available with no-contact delivery
- Physically distanced seating





# Hilton Defining a New Standard of Hotel Cleanliness, Working with RB/Lysol and Mayo Clinic to Elevate Hygiene Practices From Check-In to Check-Out

Hilton CleanStay with Lysol protection, as the program will be called in North America, will be a rigorous system that incorporates RB's trusted know-how and scientific approach to cleaning practices and product offerings.

In a first for the hospitality business, Hilton will collaborate with RB, maker of Lysol and Dettol, and consult with Mayo Clinic to develop elevated processes and Team Member training to help Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.

Hilton CleanStay will build upon the already high standards of housekeeping and hygiene at Hilton properties worldwide, where hospital-grade cleaning products and upgraded protocols are currently in use.

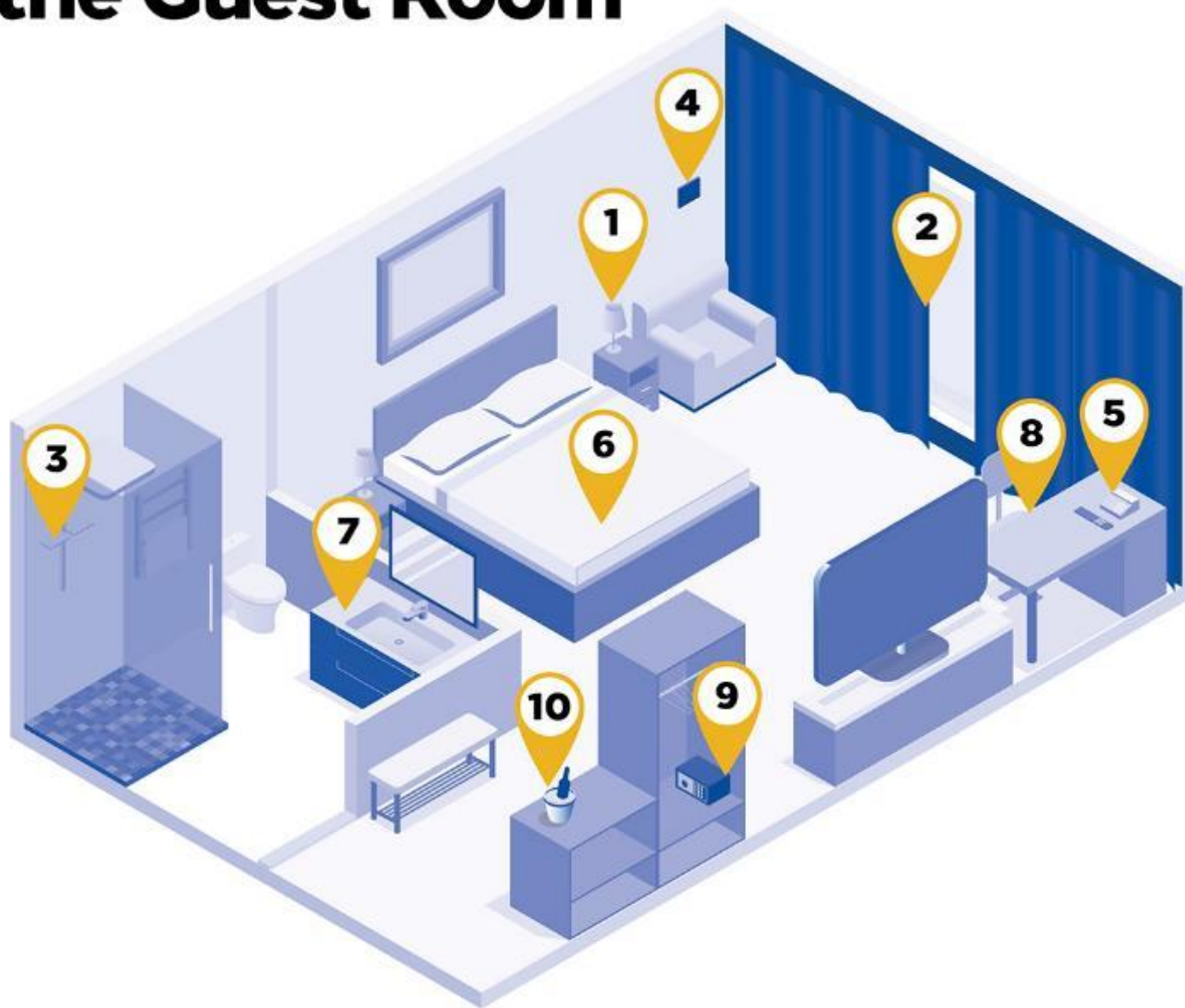
The goal of Hilton CleanStay is to provide guests with assurance and peace of mind when they stay at any of Hilton's more than 6,100 properties representing 18 brands. The initiative will create a focus on cleanliness that will be visible to guests throughout their entire stay – in their guest rooms, restaurants, fitness rooms and in other public spaces.

[To read the full press release, please click here.](#)

While full details for the program are still in development and expected to be announced soon, hotel brand standards under consideration include:

- ▶ Hilton CleanStay Room Seal: Add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- ▶ 10 High-Touch, Deep Clean Areas: Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.
- ▶ De-clutter Paper Amenities: Remove pen, paper and guest directory; supplement with digital or available upon request.
- ▶ Focus on Fitness Centers: Improved guidelines for disinfecting the hotel Fitness Center, possibly closing for cleaning multiple times daily and limiting the number of guests allowed in at one time.
- ▶ Clean and Clean Again: Increase the frequency of cleaning public areas.
- ▶ Guest-Accessible Disinfecting Wipes: Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing.
- ▶ Contactless Check-In: Hilton will double-down on its award-winning Digital Key technology for guests who desire to have a contactless arrival experience. Guests can check-in, choose their room, access their room with a digital room key and check-out using their mobile devices through the Hilton Honors mobile app at participating hotels. Hilton will continue to expand its Digital Key capabilities to common doors and access points throughout the hotels.
- ▶ Innovative Disinfection Technologies: Hilton is exploring the addition of new technologies, like electrostatic sprayers – which use an electrostatically charged disinfecting mist – and ultraviolet light to sanitize surfaces and objects.

# 10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**  
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**  
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**  
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**  
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**  
Tables, desks and nightstands.
- 9 CLOSET GOODS**  
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**  
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

PART OF

**Hilton**  
**CleanStay**

with  protection

# Meetings & conferences

During the COVID-19 pandemic at The Hotel Roanoke & Conference Center, we are dedicated to achieving the highest levels of sanitation in all meeting spaces while respecting physical distancing guidelines, as set by the CDC and state/local health guidelines.

Our goal is to provide top level service to enhance your meeting experience, at The Hotel Roanoke our clients always come first.

# To prepare for your meeting we have...

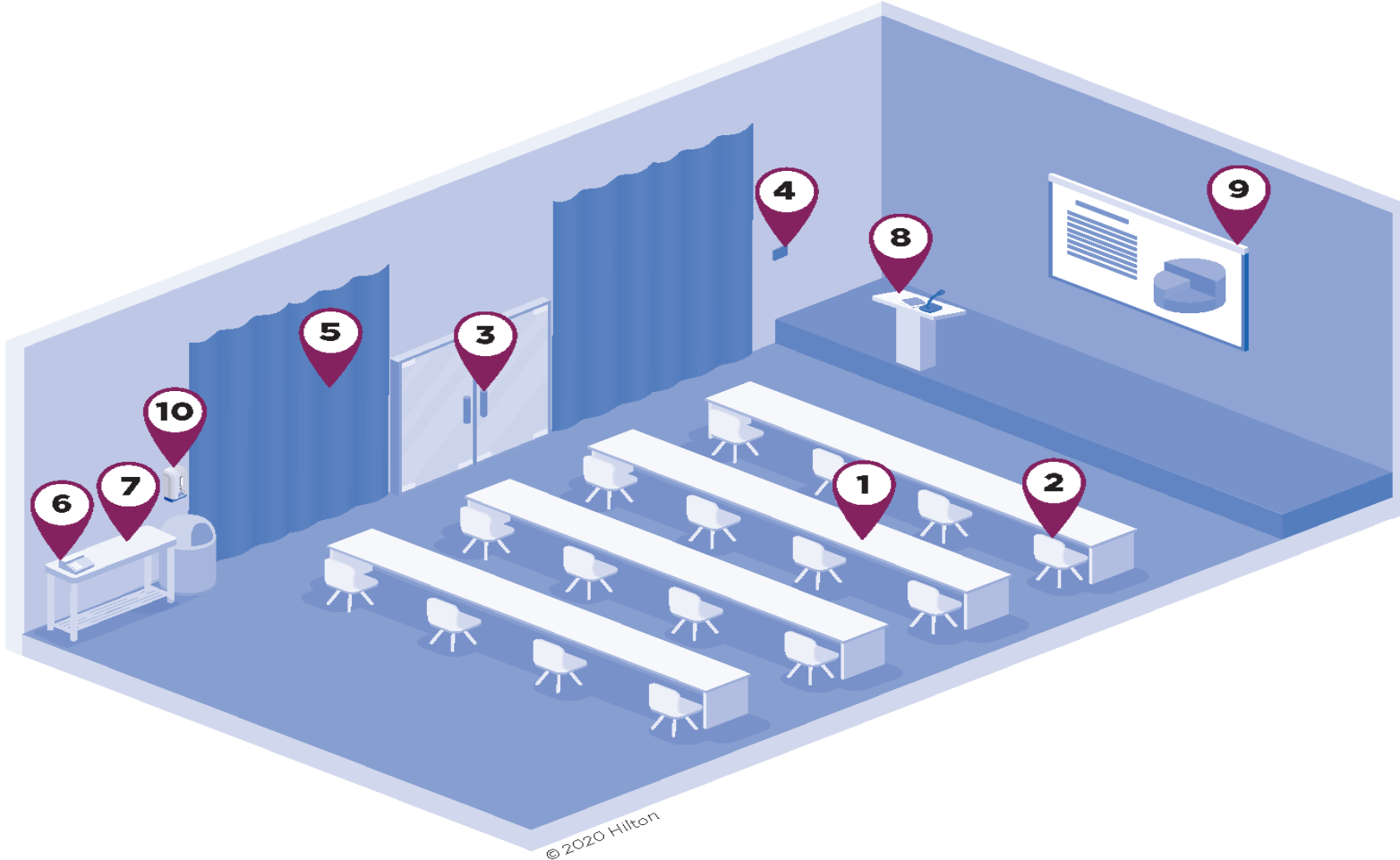
- ▶ Implemented Hilton EventReady with CleanStay program
- ▶ Signage and markers throughout the property
- ▶ Room pre-sets comply with the evolving physical distancing guidelines
- ▶ Trained staff on PPE usage and physical distancing guidelines
- ▶ Installed glass panel at Help/Business desk to comply with physical distancing
- ▶ Eliminated water carafes and glasses from meeting rooms
- ▶ Individual water bottles and cookies will be provided in meeting rooms
- ▶ Hand sanitizer stations throughout property

# Meeting room protocols

As the event environment changes, it will be more important than ever to continue to create experiences that promote collaboration and engagement, with a renewed focus on health and safety.

- ▶ All staff will adhere to the CDC and Local/County guidelines
- ▶ Room sets pre-set to comply with physical distancing guidelines and are created with maximum spacing for guest flow
- ▶ Room set-ups will be done using 6' - 8' ergonomic tables per one individual guest
- ▶ All hard surfaces will be cleaned and sanitized at the end of each meeting
- ▶ Full refresh of room will be conducted at the end of the day, unless otherwise requested. This is to limit unnecessary traffic in meeting room
- ▶ Disinfecting of high-touch points will be conducted during all pre-planned breaks or at guest request
- ▶ Disinfecting wipes, latex gloves, and hand sanitizer will be set on a separate station inside of the room
- ▶ Individual water bottles and cookies will be set per one individual guest
- ▶ Pads and pens available upon request
- ▶ The use of white boards is recommended in lieu of flipcharts
- ▶ We recommend extending break times longer than normal to accommodate social distancing standards & procedural adjustments
- ▶ Maximum occupancy standards will be implemented in all public spaces and restrooms (as of 7/1/20 – 50% of max occupancy posted or 250 people, whichever is fewer)
- ▶ Signage throughout the property highlighting physical distancing guidelines and PPE recommendation





## 10 High Touch, Clean Areas in Event Space

- 1** TABLES

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- 2** CHAIRS

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- 3** DOOR PULLS

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- 4** THERMOSTAT & LIGHTING CONTROLS

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- 5** WINDOW SHADE & DRAPE CONTROLS

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- 6** ROOM PHONES

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- 7** STATIONARY ROOM FURNITURE

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- 8** PODIUM & STAGE ITEMS

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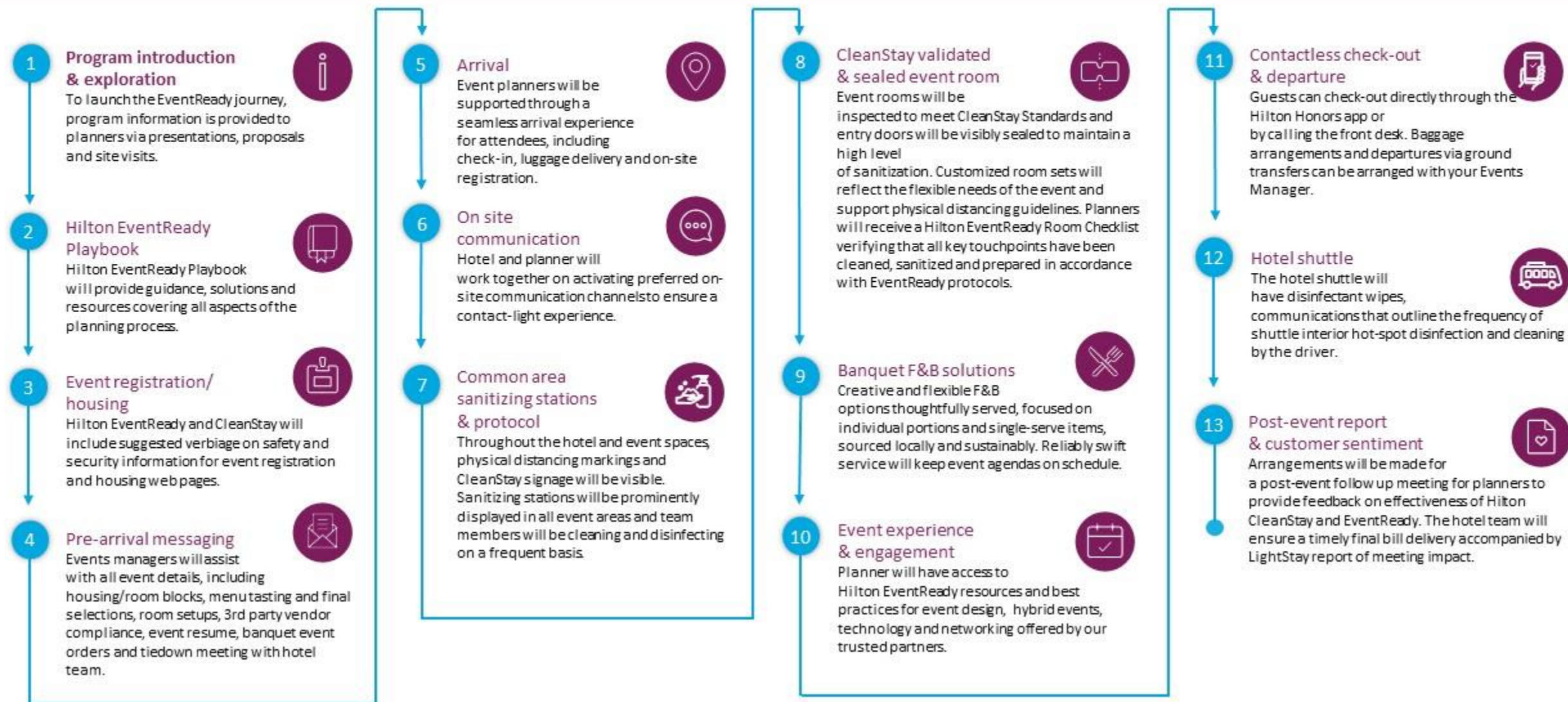
- 9** AUDIO VISUAL EQUIPMENT

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- 10** SANITIZING STATIONS

# The EventReady PLANNER Experience

Hilton is partnering with customers and planners to deliver an elevated standard for events across the entire journey.



# The EventReady ATTENDEE Experience

**Hilton** EventReady

with CleanStay

Building upon our already high standards of housekeeping and hygiene, EventReady with CleanStay will ensure attendees enjoy an even cleaner and safer stay and event, from check-in to check-out.

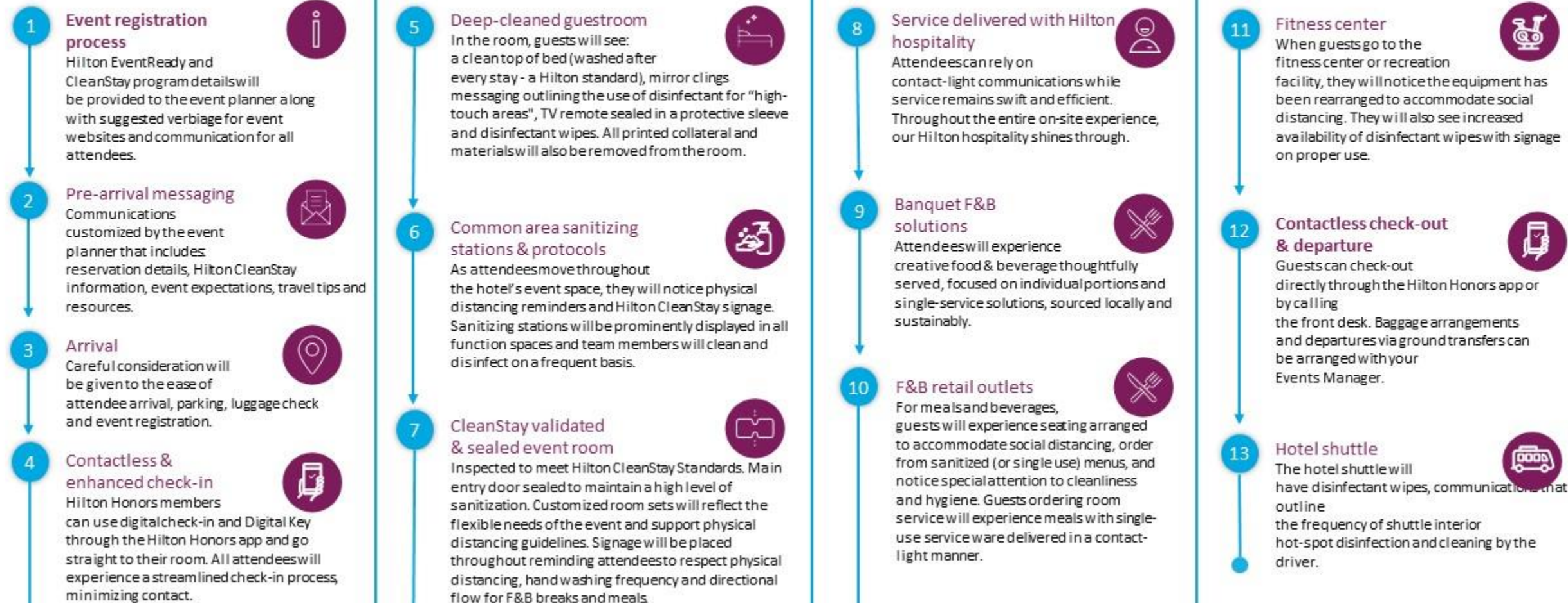
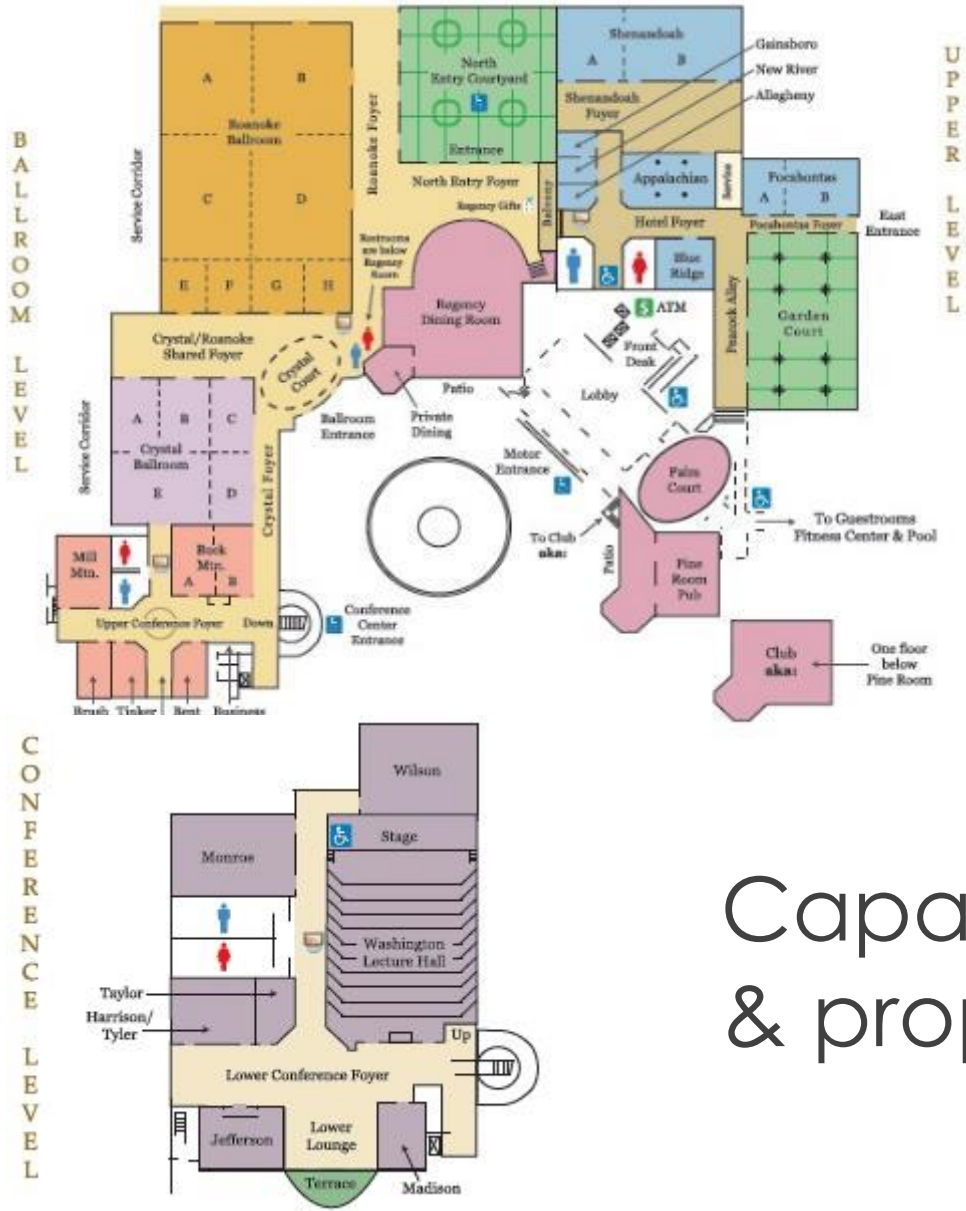


Chart reflects maximum sets with 6' distancing in place, counts are subject to change.  
 Maximums for other configurations will be added as needed and are available upon request.

Room	Dimensions	Square Ft.	Classroom	U-Shape	Hollow Square	Pods of 4	Conference
<b>Upper Level</b>							
Shenandoah	90'x37'	3,330					
Shenandoah A	32'x37'	1,184		8	10	8	8
Shenandoah B	58'x37'	2,146	15				
Appalachian	46'x29'	1,334					
Pocahontas	58'x28'	1,624					
Pocahontas A	21'x28'	588					
Pocahontas B	37'x28'	1,036					
Blue Ridge Boardroom	29'x22'	638	-	-	-	-	-
Gainsboro	19'x13'	247	-	-	-	-	2
New River	19'x13'	247	-	-	-	-	2
Alleghany	19'x13'	247	-	-	-	-	2
Garden Courtyard							
<b>Ballroom Level</b>							
Roanoke Ballroom	96'x150'	14,400	150				
Roanoke Ballrom A	47'x57'	2,679					
Roanoke Ballrom B	49'x57'	2,793					
Roanoke Ballrom C	47'x64'	3,008	25				
Roanoke Ballrom D	49'x64'	3,136	25				
Roanoke Ballrom E	23'x29'	667			6	4	
Roanoke Ballrom F	24'x29'	696			6	4	
Roanoke Ballrom G	24'x29'	696			6	4	
Roanoke Ballrom H	25'x29'	725			6	4	
Crystal Ballroom	70'x74'	5,180					
Crystal Ballroom A	23'x37'	851			6	4	
Crystal Ballroom B	24'x37'	888			6	4	
Crystal Ballroom C	23'x37'	851			6	4	
Crystal Ballroom D	23'x37'	851			6	4	
Crystal Ballroom E	47'x37'	1,739			8	8	
Mill Mountain	26'x35'	910					
Buck Mountain	41'x31'	1,271		8	10		
Buck Mountain A	23'x31'	713					
Buck Mountain B	18'x31'	558					
Brush Mountain	17'x28'	476					
Tinker Mountain	17'x28'	476					
Bent Mountain	17'x29'	493					
<b>Conference Level</b>							
Washington Lecture Hall	53'x71'	3,763	53	-	-	-	-
Monroe	41'x30'	1,290	12				
Wilson	41'x32'	1,312	12				
Jefferson Boardroom	29'x20'	580	-	-	-	-	-
Harrison/Tyler	13'x24'	312					
Taylor	16'x24'	384					
Madison	16'x24'	384					



Capacity chart & property map

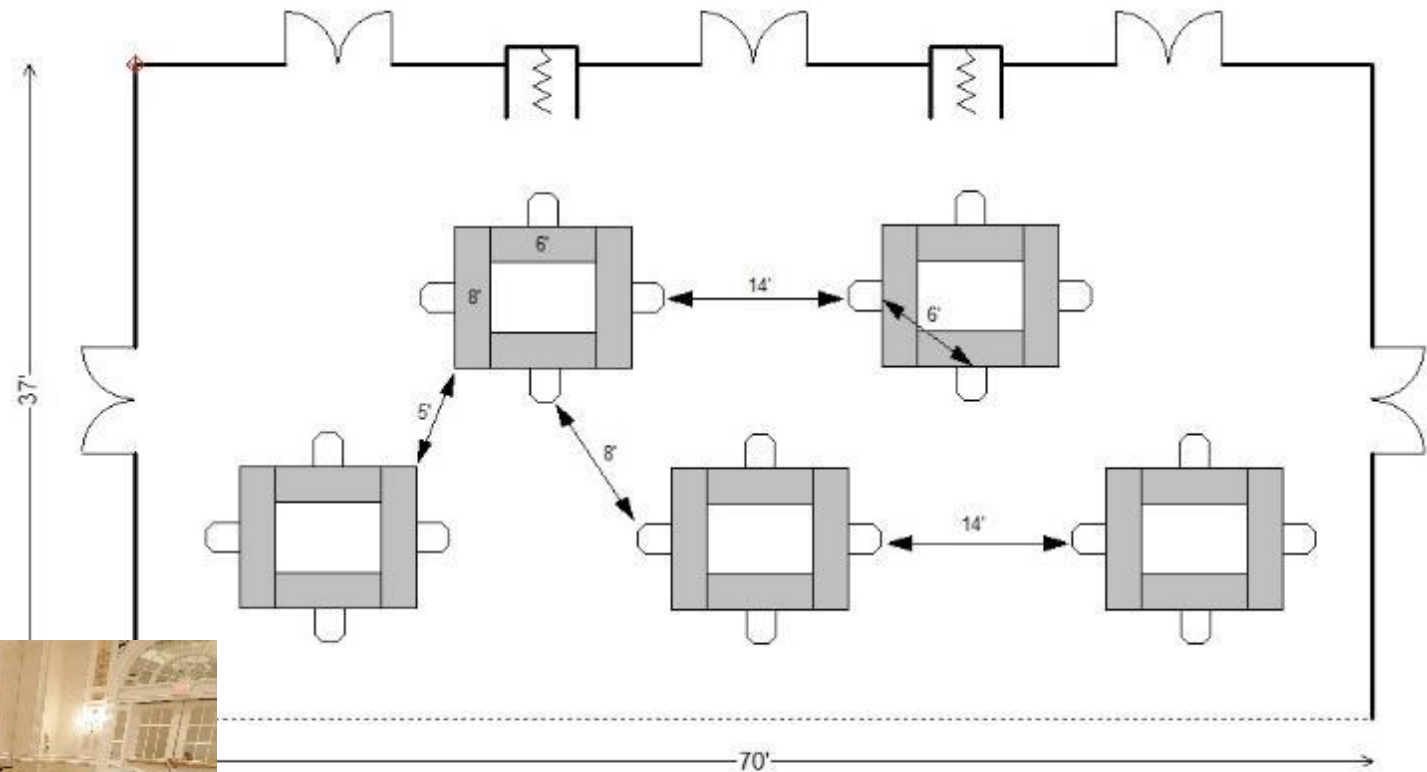
Ballroom Level

# Crystal A-C

- ▶ 2,590 sq. ft of meeting space
- ▶ Recommended set\* - Max of 20ppl set in pod style collaboration quads
- ▶ Tabletop microphone ready
- ▶ A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*



Crystal A-C – Pods of 4 for 20 guests  
(all individual tables are 6' or 8' long by 2' wide)

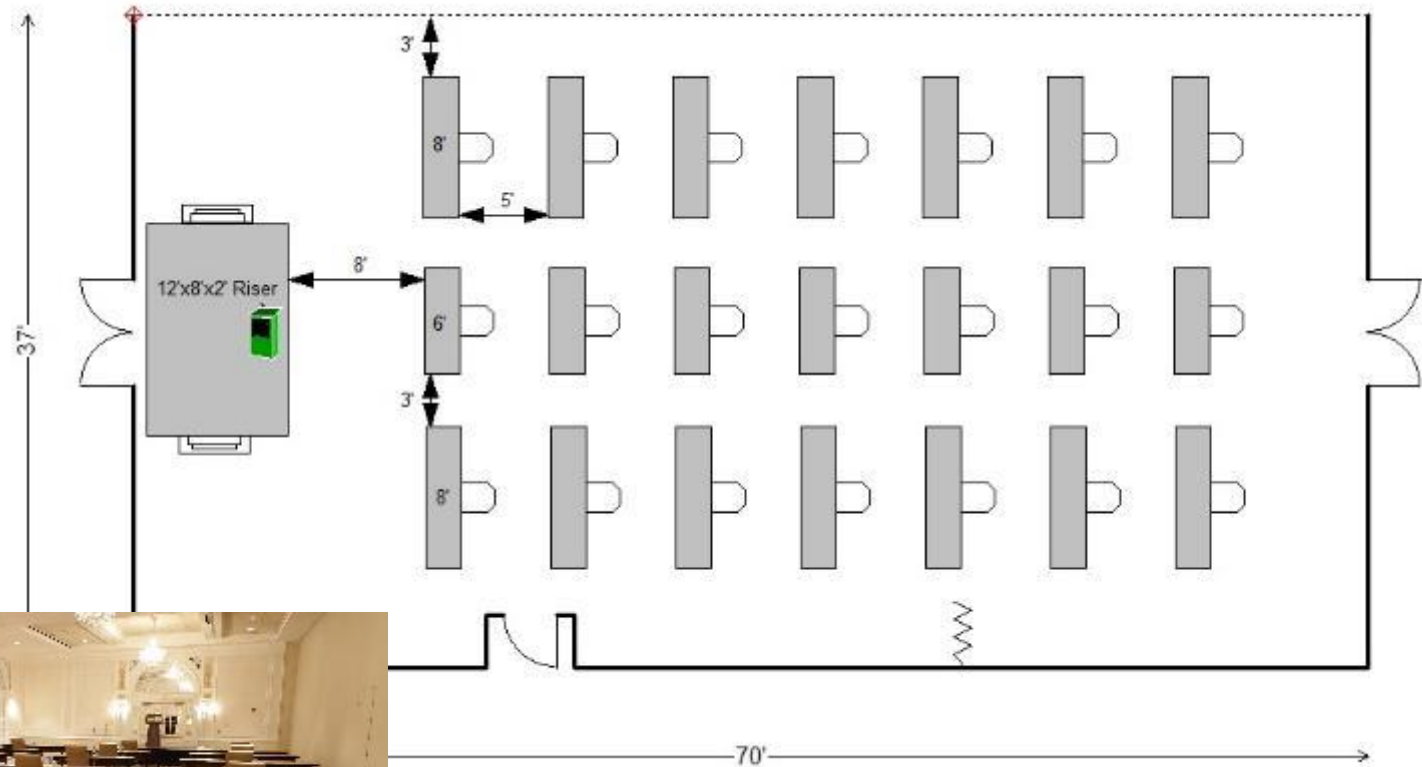


# Crystal DE

- ▶ 2,590 sq. ft of meeting space
- ▶ Recommended set\* - Max of 21 ppl set in classroom style seating
- ▶ 12'x8'x2' Riser
- ▶ A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*



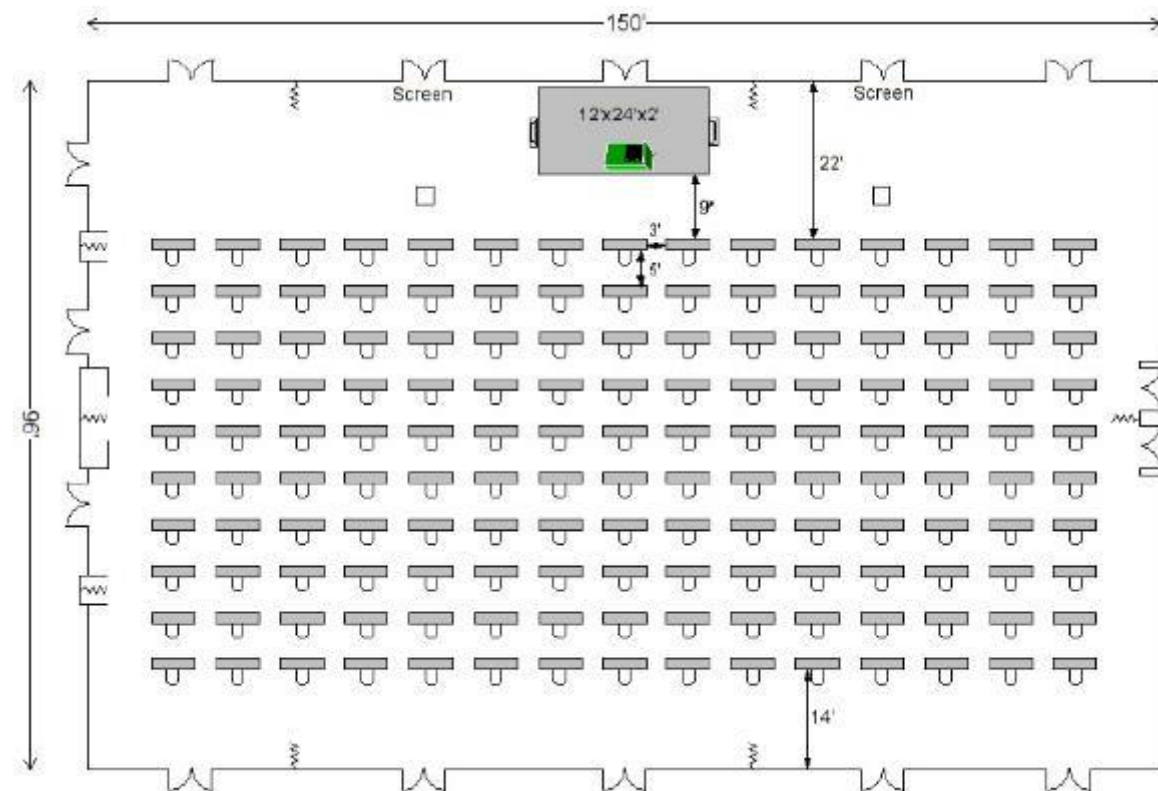
Crystal DE – Classroom for 21 guests  
(all individual tables are 6' or 8' long by 2' wide)



# Roanoke

- ▶ 14,400 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 150ppl set in classroom style seating
- ▶ 12'x24'x2 Riser
- ▶ Conference cloths on school will be changed during full refresh each day
- ▶ 12' Cradle screens and LCD projectors
- ▶ Additional A/V is available by request
- ▶ \*Additional sets may prevent adhering to CDC physical distancing guidelines

Roanoke – Classroom for 150 guests  
(all individual tables are 6' long by 18" wide)

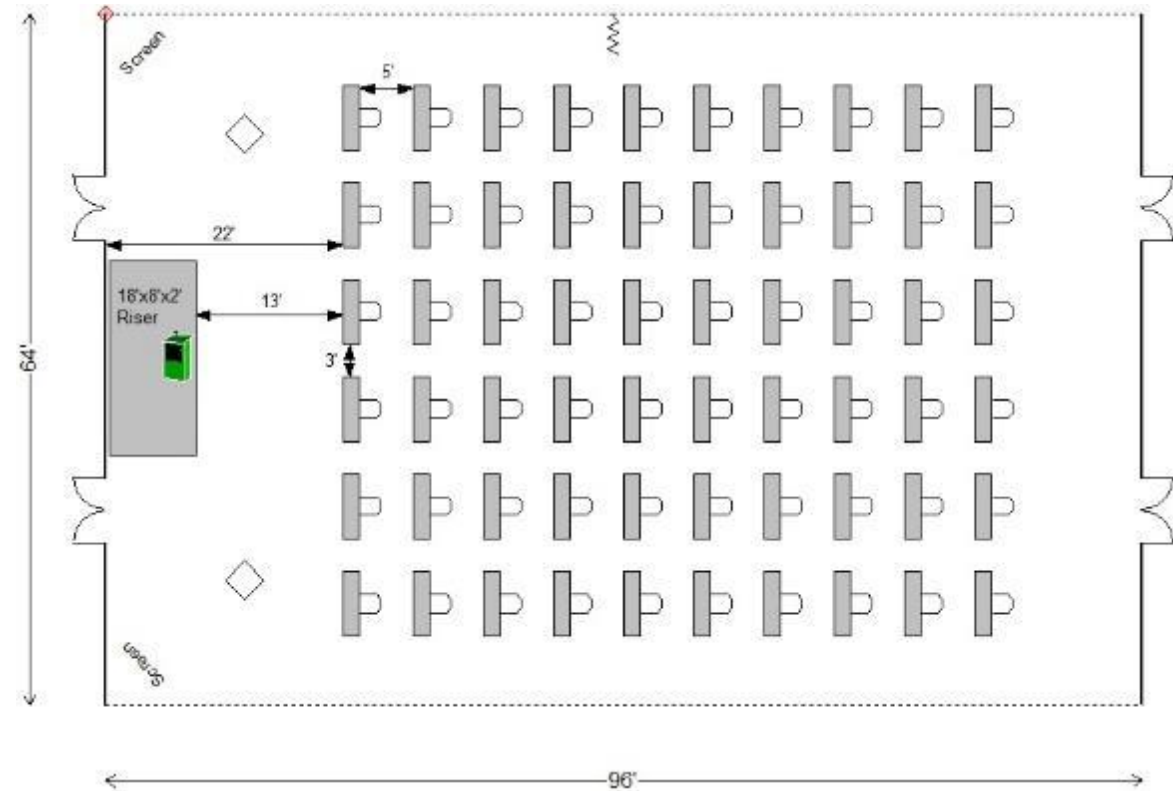




# Roanoke CD

- ▶ 6,144 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 60ppl set in classroom style seating
- ▶ 18'x8'x2' Riser
- ▶ Conference cloths on school will be changed during full refresh each day
- ▶ 12' Cradle screens and LCD projectors
- ▶ Additional A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*

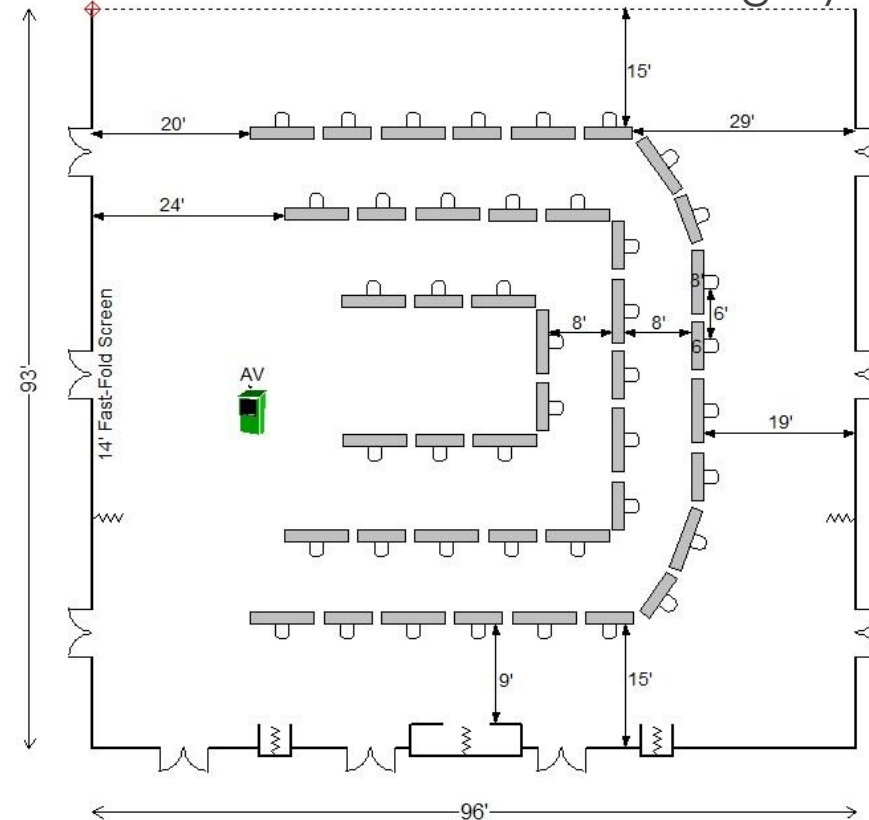
Roanoke CD – Classroom for 60 guests  
(all individual tables are 6' long by 18" wide)



# Roanoke C-H

- ▶ 8,928 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 49ppl set in Triple U-Shape
- ▶ 14' Fast-fold screen and LCD projector
- ▶ Excellent line of sight to presentation
- ▶ Additional A/V is available by request
  
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*

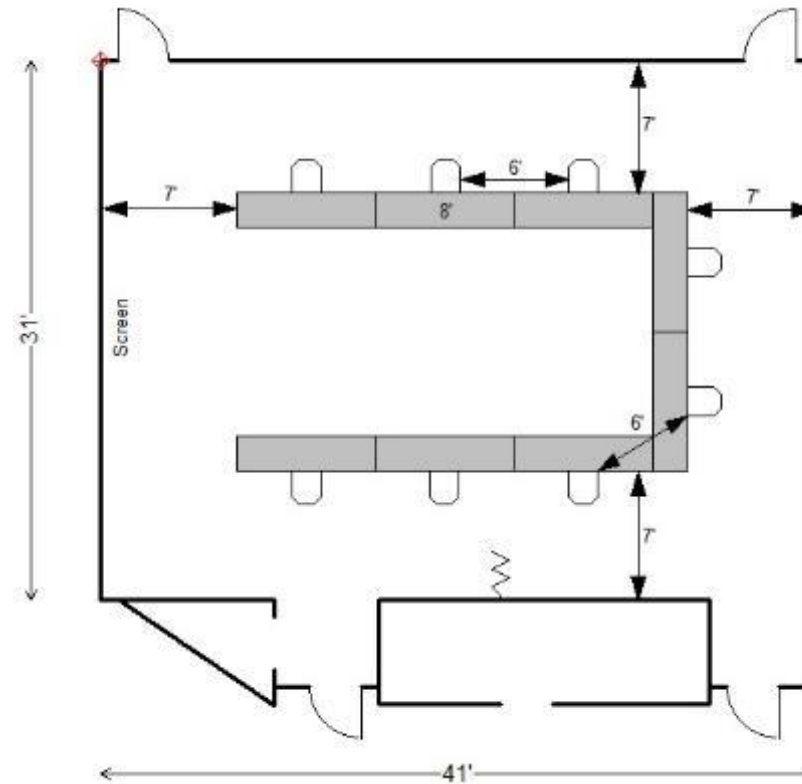
Roanoke C-H – Triple U-Shape for 43 - 49 guests  
(all individual tables are 6' or 8' long by 2' wide)



# Buck Mountain

- ▶ 1,271 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 10ppl set in U-Shape
- ▶ LCD projector & screen built-in
- ▶ Tabletop microphone ready
- ▶ Additional A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*

Buck Mountain – U-Shape for 8 guests  
(all individual tables are 8' long by 2' wide)

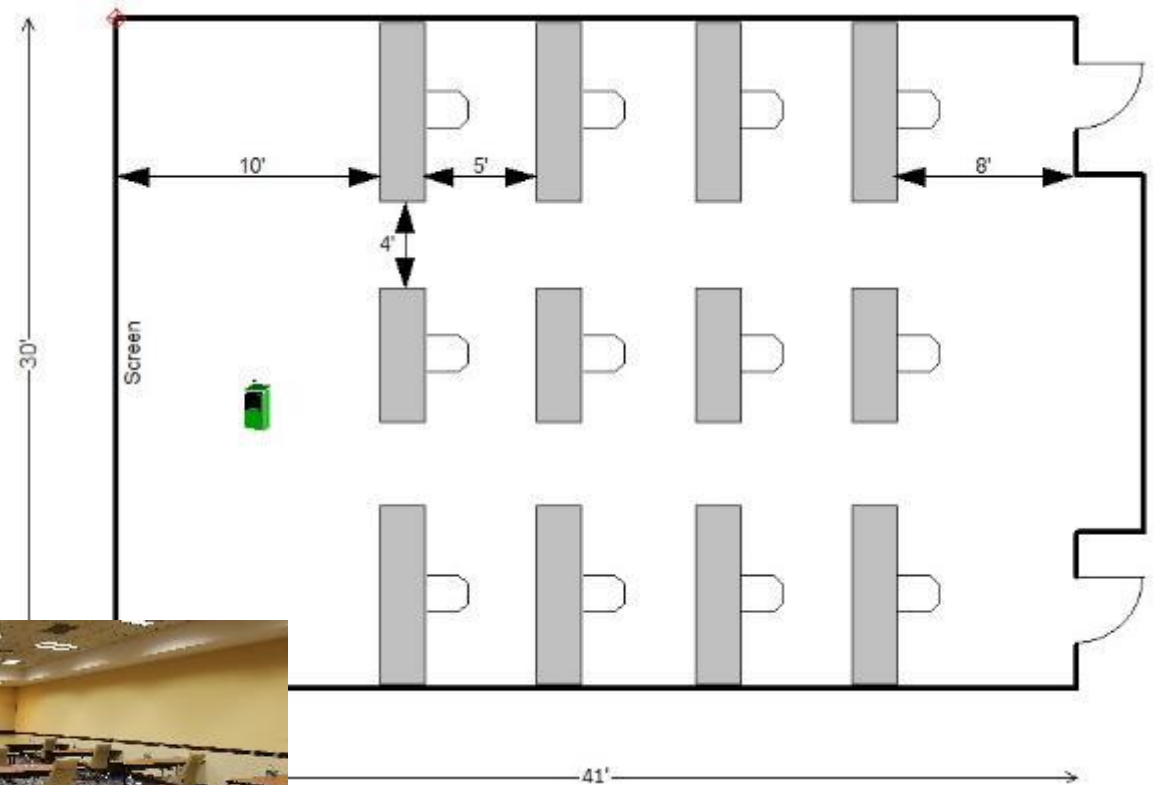


# Conference Level

# Monroe

- ▶ 1,290 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 12ppl set in classroom style seating
- ▶ LCD projector & screen built-in
- ▶ Additional A/V is available by request
  
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*

Monroe – Classroom for 12 guests  
(all individual tables are 6' or 8' long by 2' wide)



# Washington Lecture Hall

- ▶ 3,763 sq. ft of meeting space
- ▶ Recommended set\* -  
Max of 53ppl set in classroom style seating
- ▶ Dual LCD projectors & screens built-in
- ▶ Enhanced acoustics
- ▶ Built-in tabletop power
- ▶ Additional A/V is available by request
  
- ▶ \*Additional sets may prevent adhering to  
CDC physical distancing guidelines

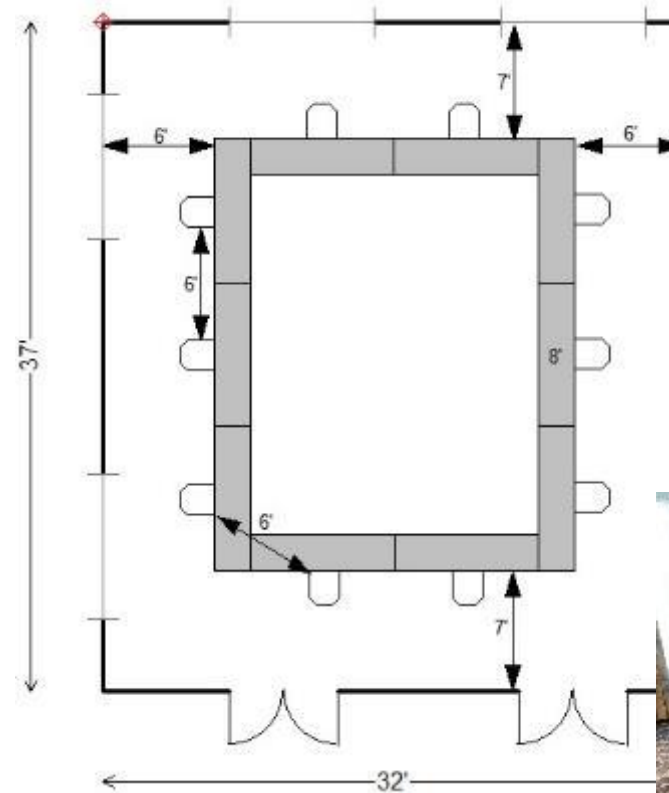


Upper Level

# Shenandoah A

- ▶ 1,184 sq. ft of meeting space
- ▶ Recommended set\* - Max of 10ppl set in hollow square seating
- ▶ Tabletop microphone ready
- ▶ Additional A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*

Shenandoah A – Hollow Square for 10 guests  
(all individual tables are 8' long by 2' wide)



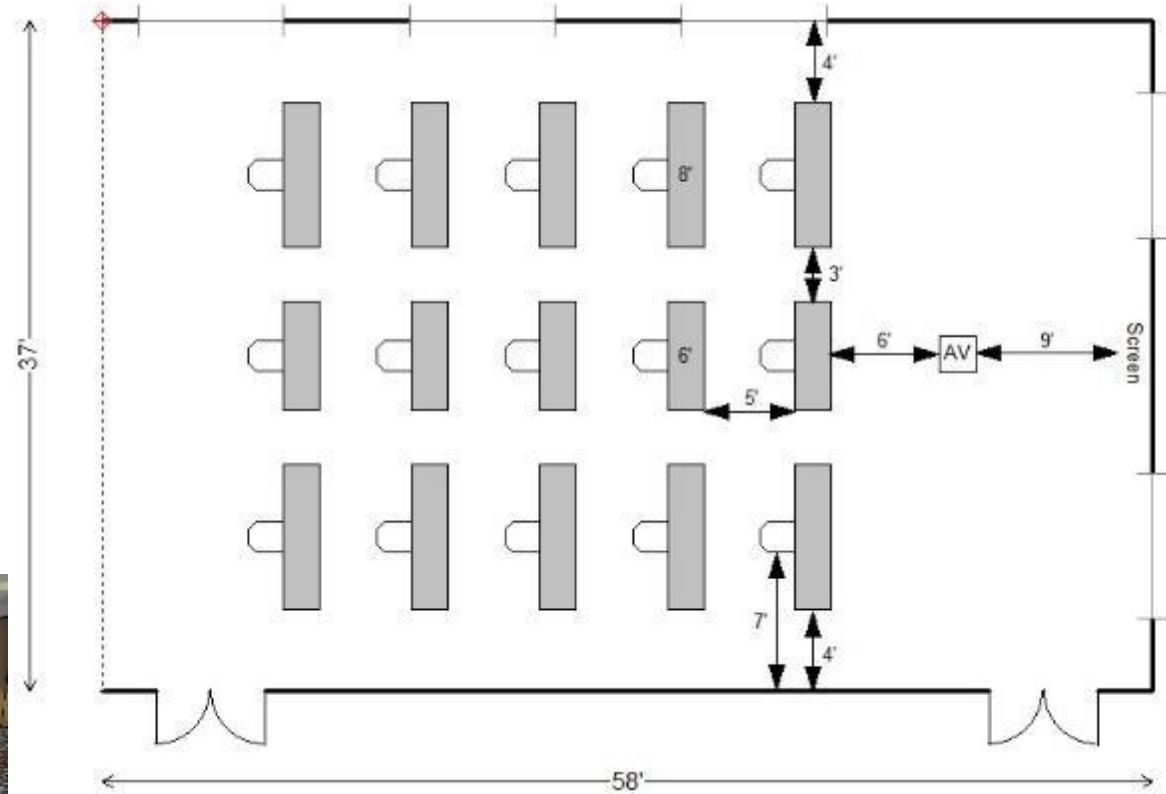


# Shenandoah B

- ▶ 2,146 sq. ft of meeting space
- ▶ Recommended set\* - Max of 15ppl set in classroom style seating
- ▶ Additional A/V is available by request
- ▶ *\*Additional sets may prevent adhering to CDC physical distancing guidelines*



Shenandoah B – Classroom for 15 guests  
(all individual tables are 6' or 8' long by 2' wide)



# Food & beverage operations

in a new age

At The Hotel Roanoke & Conference Center, clear and consistent communication has been the key to our past and future success.

We want our guests and our associates to know that when you choose to travel to our Grand 'ole Lady once again, we will be ready to welcome them back to a clean and safe hotel environment.

We are prepared to meet the requirements of our new reality, while at the same time remaining flexible and ensuring our ability to service our guests safely and appropriately.



# Reimagining our hospitality & infrastructure

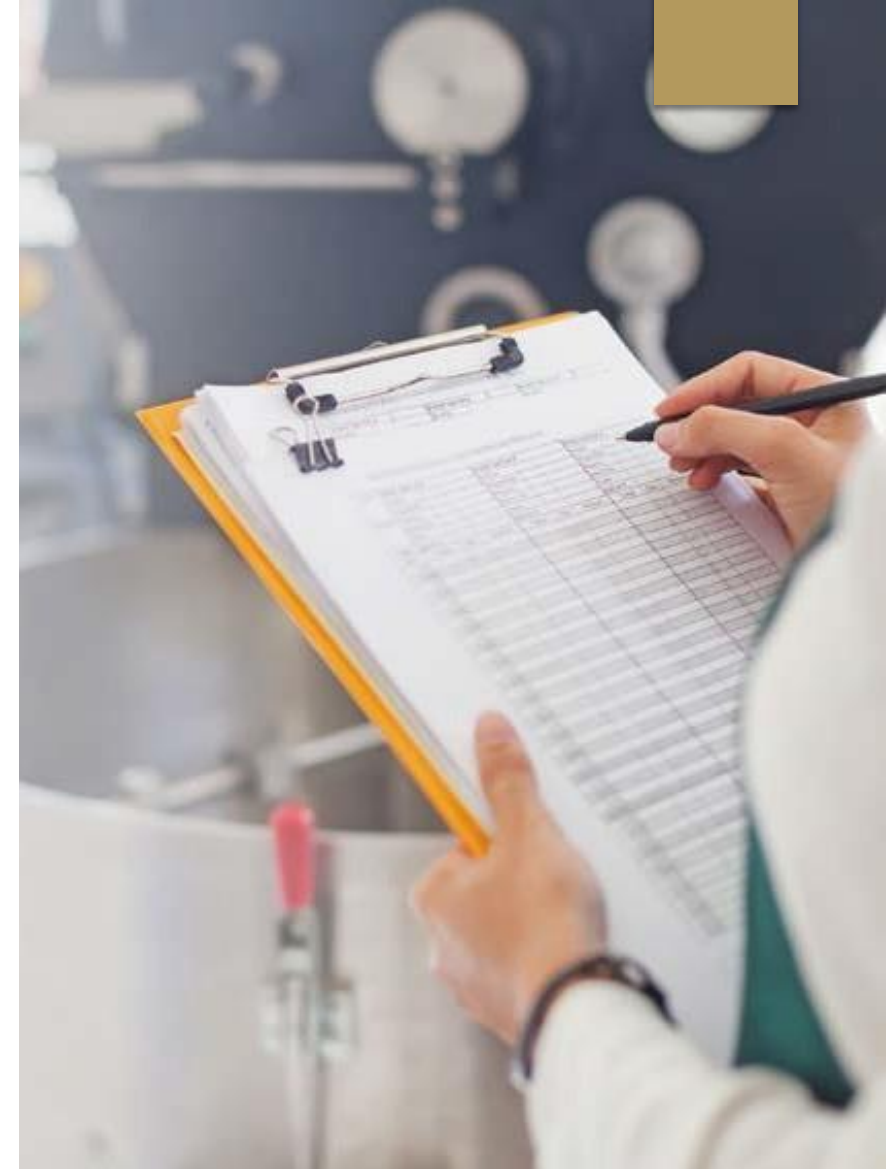
## our best practices

- ▶ A relentless focus on sanitation. Standard operating procedures and personal protective equipment are a significant part of our daily operations
- ▶ Although contradictory to the nature of hospitality and personalized guest interaction, increased forms of contactless service will become prevalent. Our ability to master such a challenge will be a true measure of our service excellence
- ▶ Food security has always been a major focus and with the supply chain having been disrupted not only by demand but also by direct virus impact on production itself, we are consistently working with our distribution partners to maintain our supply and quality
- ▶ Our training programs have been redeveloped to include many new service techniques including new social distancing and sanitary procedures, as well as everyday service standards
- ▶ Our team members will wear personal protective equipment where necessary and follow CDC sanitation guidelines
- ▶ Where it applies, state and/or local directives should supersede all other guidance and operational direction
- ▶ Our Food & Beverage menus and service execution in a safe and desirable manner has received our most attention and we will continue to adapt and improve our Four Diamond level of excellence to meet the demands of you our guest. Please be assured you are in good hands!



# Food safety & sanitation enhanced

- ▶ New guidelines on how to clean restrooms, tables, chairs, highchairs, waiting areas and public areas in general
- ▶ Initiated facility leaders to be food safety officers. Also, the creation of a hygiene manager or these responsibilities should be absorbed into existing leadership positions
- ▶ Monitoring is a big part of the ongoing food safety processes. Training programs, including on-the-spot food safety and sanitation, will be required
- ▶ ServSafe certificates are required for all food and beverage employees, including leaders
- ▶ Food safety will rank as one of the highest priorities
- ▶ Jurisdictional standards regarding critical limits and processes will supersede local requirements if the codes, ordinances, statutes or regulations are more stringent



# Food service – banquets & catering a holistic approach



- ▶ All buffet and self-serve style events are suspended for the time being
- ▶ As opposed to large-volume hot/cold holding units (i.e., chafing dishes), food presentations will be more residential, with food micro-plated or comfort style served to secure our guests safety reducing contact as well as product and surfaces subject to contamination
- ▶ Fixed or stationary buffets if desired will require waiver liability release guarantee
- ▶ Traditional setups will be replaced with single-sided stations to enhance guest distancing with mandatory attendants to ensure product and equipment are effectively monitored
- ▶ Guests will not be allowed to reuse plates, utensils or cups. Flatware in a rollup formation
- ▶ Hand-sanitizer stations will be placed in suitable locations near food stations
- ▶ All food and beverage items are to be individually plated and served with condiments in individual PCs or sanitized individual containers
- ▶ Conference breaks will be attended and served concession style for each individual
- ▶ Three styles of service are incorporated to service our guests – Plated, Boxed Meals and Strolling Comfort Style [station attendant plate service to guests] are our recommended options
- ▶ Our food servers, buffet attendants and food handlers must undergo a health assessment as permitted by law

# Conference breaks

## our pantry team

As the Pantry Department of HRCC looks toward the future, it is incumbent upon our team to consider the needed flexibility and vision necessary to accommodate the changing demands and safety of our clientele.



- ▶ From behind a Sneeze Guard, Pantry attendants will serve to order an “action” food item on single use vessels. The item would only be available in the AM beginning 30 minutes prior to meeting start and continue through 11am. Break will then resume at 2pm, for two hours after meeting re-convenes
- ▶ Pantry attendants to dispense hot beverages utilizing disposable cups and lids (place on warmer if needed to accommodate crowd size). This coffee/hot tea station will need coordination with the meeting planner for availability during meeting break times
- ▶ Enhancement offerings to our break package will include hot traditional breakfast station an additional “hit-the-road” Pantry attended station (ice cream novelties/etc.) to begin 15 minutes prior to meeting conclusion and continuing for 30 minutes
- ▶ Pantry attendants to train annually on food safety practices/become ServSafe certified
- ▶ “Touchless” sanitizing station for guest use readily available at break area
- ▶ Pantry attendants to regularly sanitizing break area surfaces throughout the day
- ▶ Pantry attendants will wear face coverings and gloves
- ▶ Encourage social distancing using multiple stations within the break area

# Additional considerations

- ▶ Lunch break scheduling minimums will be in place to control the flow of our guests so that no more than 30 to 50 people are in each time slot
- ▶ Group morning and afternoon breaks may also require scheduling to reduce break station and restroom traffic by assigning times by room location
- ▶ Hand sanitizer stations in multiple locations to encourage CDC-recommended hand hygiene. Disposable wipes available so that commonly used surfaces can be wiped down before each use
- ▶ Signage posted outside of food service areas reminding guests of appropriate physical distancing guidelines
- ▶ Lines to be kept moving quickly at points of service execution
- ▶ Stagger entry and exit timing is highly recommended into service area venue where possible



# Outlet dining

We continue to implement precautionary and preventive protocols to ensure our guests and staff are safe staying overnight, dining, and visiting in our facilities.

- ▶ **STEAM** As an authorized purveyor of Starbucks®, STEAM Coffee + Eatery celebrates the treasured rail heritage of the region throughout the design and themes of the new space
  - Daily Service 6 am – 3 pm
- ▶ **IN-ROOM DINING** Serving full breakfast and dinner service to rooms
  - Breakfast service 6:30 am – 11 am
  - Dinner Service 3 pm – 11 pm
- ▶ **REGENCY ROOM RESTAURANT** The historic downtown restaurant is among only a few properties in Virginia to earn the AAA Four Diamond Rating, achieved by restaurants.
  - Breakfast service 6:30 am - 10:30 am
  - Lunch service 11:30 am – 2 pm (Overlook Lounge menu served)
  - Regency Room dinner experience – BEGINS Friday, June 12<sup>th</sup> – Friday & Saturday 6 pm – 9 pm
- ▶ **OVERLOOK LOUNGE**
  - Bar lounge & dinner service 4 pm – 11 pm daily
- ▶ **POOL SERVICE**
  - Serviced by In-Room Dining & Regency Room – Ext 8360
  - Food & beverage service 12 pm – 5 pm (Overlook Lounge menu served)

**THE PINE ROOM PUB** With re-opening slated for September 2020, our Pine Room Pub is currently undergoing a multi-million dollar renovation including our Palm Court Lobby area and exterior space.

Highlights of the project include: a new 40-seat lobby bar and seating area; an open kitchen experience in the restaurant; an outdoor patio seating area; adding more than 55 seats to the restaurant; a return of the night sky mural previously seen in the pre-1939 hotel; daily lunch and dinner service upon reopening; and an additional restroom and event function space.

- During the renovation, The Regency Overlook, located next to The Regency Room will serve as the hotel's temporary bar and lounge, offering food and beverage options while specializing in craft cocktails, local craft beer selections and fine spirits in a picturesque and vibrant atmosphere.







# VALET PARKING ONLY

Valet operations have unique challenges that require an additional level of communication to ensure that our guests feel safe.

- ▶ Limit cash transactions for valet operations
- ▶ Enable credit card tips to be accepted where available
- ▶ Consider an auto valet call-down service where a customer retrieves their vehicle without waiting in line or having to interact with employees or other customers
- ▶ Wipe down customer keys, steering wheels, gear shifter and doors after use
- ▶ Display signs to direct visitors
- ▶ Roll down windows while inside a customer's vehicle to increase the flow of air
- ▶ Whenever possible, roll up a customer's vehicle window with the door open
- ▶ Exit vehicles immediately after rolling up the windows
- ▶ When practical, implement ticketless operations. For automated valet systems, the operating team should check with the manufacturer for ticketless solutions
- ▶ **Insight Valet** (ask for details) offers a ticketless experience for customers. For example, when a vehicle is requested via text, an automated response is sent "Thank you for your request. Upon retrieving your vehicle, your steering wheel, door handles and shifter will be wiped down"

# Valet customer service

- ▶ Establish eye contact and indicate intent before approaching customers or vehicles
- ▶ Use hand gestures and wait for eye contact and consent to approach. Ensure that the customer wishes to engage in traditional or modified service
- ▶ Adhere to physical distancing guidelines
- ▶ Use credit card trays to minimize physical contact
- ▶ Consider using sealable plastic bags for customers to place and transfer key fobs
- ▶ Consider reserving 5-10 spaces for customers who will not allow anyone to handle their vehicle. The goal is to give options and avoid conflict
- ▶ Direct guests who are uncomfortable with valet service to a designated self-park area





# Shuttle cleaning

- ▶ Cleaning standards for shuttles continue to be performed between each run
- ▶ Seats need to be wiped or sprayed with a surface disinfectant prior to each shift
- ▶ A deep clean needs to be performed every night after service concludes
- ▶ When fueling, wipe the hose handle before and after use or wear a nitrile glove
- ▶ The date and time of cleaning should be logged and documented

Shuttles were designed to maximize the number of people that can be transported within a vehicle footprint.

We are reverse engineering those confines to strategically seat customers to maintain the appropriate distance from one another, as well as addressing load-in and load-out scenarios.

We understand that the proposed configurations significantly hinder capacity, but they are logical outlays with respect to physical distancing guidelines. Our teams are available to work with you to fit your needs.

# Shuttle passenger distancing

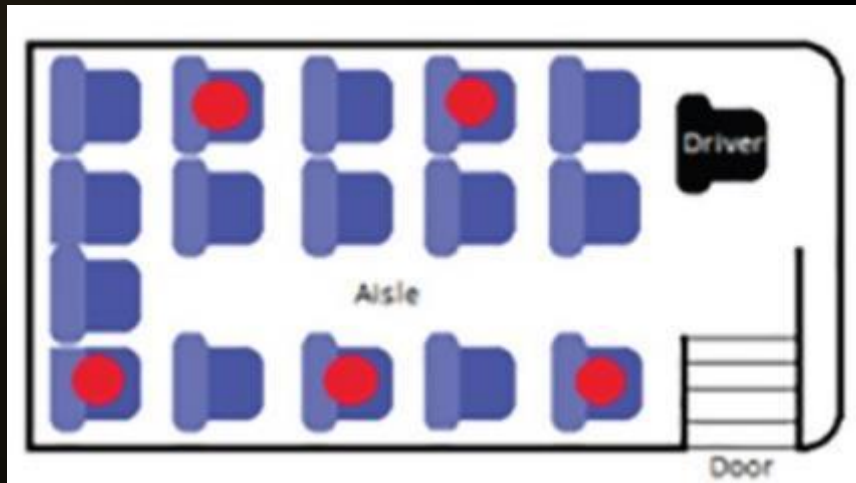
- ▶ It is imperative to offer an environment where passengers are able to practice physical distancing by maintaining 6 feet between other passengers whenever possible
- ▶ For larger shuttles, reposition the "standee line" to be 6-feet away from the driver
- ▶ For smaller shuttles, request that passengers maintain a safe distance from the driver
- ▶ Shuttle operations are advised to display decals to indicate where passengers should sit and which seats should be bypassed to maintain a safe distance from other passengers
- ▶ Use decals as designators instead of blocking seats, in case passengers are traveling together and are able to sit next to each other



# Shuttle layout, loading & unloading

For most shuttles, we recommend seating passengers one rider per row and alternating sides. This recommendation is shown below for a 14-16 passenger shuttle maximized for capacity, while adhering to a 25% capacity limitation.

It is recommended to install a small wall mounted sanitizing station so passengers have the option to wipe down their seating area if desired.



For safety and efficiency, we have adopted a "first-on, last-off" process for loading and unloading shuttle bus passengers.

With riders queued at a 6-foot distance, passengers are directed to board the shuttle and be seated by taking the last available seat in the back of the vehicle, then filling seats to the front. Of course, some exceptions may need to be made for older guests or passengers with disabilities.

For unloading passengers from the shuttle, the driver will communicate that the passengers seated in the front rows will exit first. Passengers will be instructed to wait for their turn to stand and exit the shuttle.

# Pool guidelines

- ▶ Outdoor swimming pool is open for exercise, free swim, and laps
- ▶ Pool hours are 11am-7pm Monday-Thursday; 9am-9pm Friday-Sunday
- ▶ Hot tub will remain closed per Virginia guidelines
- ▶ Maximum of 41 people within entire pool deck area
- ▶ Maximum of 6 people in pool at one time with at least 10' of spacing between persons who are not members of the same household
- ▶ Seating on pool deck will be provided with at least 10' of spacing between persons who are not members of the same household
- ▶ All seating will be cleaned & disinfected between uses
- ▶ Our pool attendants & pool servers will wear personal protective equipment where necessary and follow CDC sanitation guidelines
- ▶ Hand sanitation station will be provided at pool entrance

