



THE RESORT AT  
**PELICAN HILL**®  
NEWPORT BEACH

## **Health & Sanitation Program**

## **OVERVIEW**

The Resort at Pelican Hill has taken its ongoing commitment to our guests, our associates, and our community one step further by developing the Pelican Peace of Mind initiative. It is built on three simple but important promises — make it safe, make it easy, make it special.

### **1. Keep Everyone Safe**

Our enhanced cleaning and safety protocols have been designed with guidance from state and local officials and the Centers for Disease Control and Prevention (CDC). These protocols govern every aspect of the resort experience and they are continuously updated to ensure we remain in compliance with the highest industry standards.

### **2. Conduct Business With Ease**

We believe that doing business with us should be easy, especially during these times of uncertainty. Should plans change, for any reason, we have redesigned our booking and cancellation policies to be as flexible as possible. We are committed to providing our guests with options and solutions every step of the way to instill confidence in being their destination of choice.

### **3. Love the Experience**

For all that has changed, there is plenty that has not: the unparalleled beauty of the resort, the custom-designed accommodations, the gracious and thoughtful service provided by our associates, and the nearly endless array of unique experiences to be found right outside our doorstep. We strive for every guest's stay to be safe and relaxing, but most of all, their experience to be unforgettable.

This document shares details on the health and sanitization aspect of our commitment and includes guidelines, procedures and practices we have implemented to prioritize the safety and well-being of our guests, associates and community. The program was designed with guidance from the Centers for Disease Control and Prevention (CDC) and ensures protocols are in compliance with the highest standards.

## **ASSOCIATE & GUEST HEALTH**

*The health, safety, and well-being of our associates, guests, meeting attendees and patrons is of the utmost importance to us.*

### Standards

- Temperature and Health Screening
  - All associates, vendors and contractors will be required to undergo a temperature check prior to entering any Pelican Hill facility. Temperature checks will be taken with a contactless thermometer.
  - Any individual with a temperature at or above 100 degrees will undergo a second temperature check within 10 minutes. Any associate who displays a temperature at or over 100 degrees or shows other symptoms of COVID-19 — cough, shortness of breath, fatigue, muscle or body

aches, headaches, change in or loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea or breathing difficulty — will be sent home.

- Physical Distancing
  - All associates and guests will be advised to practice physical distancing of at least 6 feet from others while standing in lines or when around others.
  - Public area furniture layouts, restaurant floor plans, and meeting space have been arranged to accommodate proper physical distancing.
  - Associates will provide guidance to guests in all public areas and remind them of the importance of physical distancing.
  - Associates have been trained on the importance of eliminating physical contact with others such as handshakes.
- Hand Sanitizer
  - Touchless hand sanitizers have been placed at strategic locations throughout the property, specifically in high-traffic areas.
- Face Coverings
  - Associates are to wear face coverings while at work.
  - Guests are to wear face coverings while visiting resort indoor public space and outdoors when interacting with someone who is not a member of their household.
- Handwashing
  - All associates are trained to wash their hands or use available hand sanitizer at least once per hour.
  - Signs will be placed on restroom mirrors reminding of the importance of proper handwashing techniques and maintaining physical distancing.
  - Associates are required to wash or sanitize their hands after using the restroom, sneezing, touching the face, blowing the nose, cleaning, eating, drinking, handling cash, going on break and before/after work shifts.
  - Guests are encouraged to wash or sanitize their hands after using the restroom, sneezing, touching the face, blowing the nose, cleaning, eating, drinking, handling cash, going on break and before/after work shifts.
- Front and Back of House Signage
  - There will be abundant signage reminding all to practice good hygiene, such as handwashing, wearing face coverings and practicing physical distancing. Signs will also communicate the preferred path of travel to ensure proper physical distancing.
- Employee & Guest Health Concerns
  - Associates have been instructed to stay home if they do not feel well and notify a leader if they notice teammates or guests exhibiting signs of illness, such as cough, shortness of breath or other known COVID-19 symptoms.
  - Associates who are exhibiting symptoms or fail to pass the temperature check will be sent home with a recommendation to seek professional medical care and will be given resources they can contact if they have questions.
  - Guests are asked to quarantine in their room and notify the resort if they experience symptoms of COVID-19 until arrangements can be made for medical evaluation.
- Case Notification

- Guests who advise the resort that they have or may have been exposed to COVID-19 or who are exhibiting symptoms will not be allowed access to the property's public areas and will be directed to self-isolate in their guest room until arrangements can be made for departure.
- If an associate or guest tests positive for COVID-19, the resort will work with Orange County Health Care Agency (800-564-8448) on guidelines and next steps.
- Any guest room that was occupied by a guest with a confirmed case of COVID-19 will be removed from service for 72 hours prior to undergoing enhanced cleaning and sanitation by a licensed third-party cleaning service.
- If the property is alerted to a confirmed case of COVID-19, the Orange County Health Care Agency will be contacted to ensure appropriate actions are taken. In addition, the resort will conduct enhanced cleaning and disinfection of areas visited by the individual.

## **HUMAN RESOURCES**

### Employee Return-to-Work Policy

*After recovering from COVID-19 and prior to returning to work for their first scheduled shift, all associates must complete the Safe Workplace Compliance course.*

### Return-to-Work Guidelines

- Temperature Checks
  - All associates, salaried or hourly, must submit to body temperature checks as outlined above.
- Training
  - Each associate must review the Safe Workplace video outlining safety and sanitation protocols.
  - Department leadership will be responsible for reviewing and discussing training and safe operation protocols during the daily line-up.
- Physical Distancing Throughout the Resort Property
  - All associates are responsible for adhering to and monitoring physical distancing protocols to include:
    - No physical contact with others, including handshakes or hugs
    - Maintaining at least 6 feet of distance from others
    - No gathering in groups and staying away from congested areas
    - Following the path of travel markers

### Employee Considerations

- To help ensure the health, safety, and well-being and comfort of all Pelican Hill Resort associates during the COVID-19 pandemic, if an associate considers themselves in the high-risk category as defined by the CDC and does not feel comfortable returning to work as a result, they must contact their manager and Human Resources to review their situation.

### Employee Health Concern

- Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath or other known symptoms of COVID-19.

- Employees who do not pass the temperature check, or who are exhibiting any of the symptoms of COVID-19, will be sent home and told to follow the company sick policy.
- If an associate or guest tests positive for COVID-19, the resort will follow the company *Confirmed COVID-19 Case Response* plan. In addition, the resort leadership will work with Orange County Health Care Agency (800-564-8448) on guidelines and next steps.

#### Pre-Shift Line-Up

- Line-ups should be conducted virtually when possible or in areas that allow for the proper physical distancing of associates.
- Information reviewed in line-ups should be condensed to include only the necessary information in order to minimize time the department or team spends together.
- Larger departments may consider staggering associate start times and line-ups.
- Line-ups should be conducted outdoors when possible.

#### **Personal Protective Equipment (PPE)**

- Face Coverings for Associates
  - All associates will wear a cloth face covering while performing their duties.
  - Face coverings will be provided to all associates at no cost to them.
  - All associates will be trained on proper handling of used masks and face coverings.
- Face Coverings for Guests
  - Guests, meeting/event attendees and patrons are to wear face coverings while visiting resort indoor public space and outdoors when interacting with someone who is not a member of their household.
  - Resort guests will be provided with a *Pelican Peace of Mind* amenity bag at check-in that will include complimentary masks, hand sanitizer and disinfectant wipes.
  - Masks will also be available in additional locations for guest use, including the spa, front desk, retail shops and golf facilities.
- Gloves
  - Any associate may wear gloves, regardless of their position, if they feel more comfortable and safe doing so.
  - Gloves are encouraged for use while performing select tasks, such as receiving incoming packages, handling cash, preparing food, cleaning guest rooms, etc.
  - All associates will be trained on how to properly wear, remove and dispose of gloves.
- Acrylic Sneeze Guards
  - Acrylic sneeze guards have been installed in locations such as reception desks, retail checkout counters, host stands, bars and golf starter podiums.

#### **Cleaning Products and Protocols**

*The resort uses cleaning products and processes that meet Environmental Protection Agency (EPA) guidelines and are approved for use in treating viruses, bacteria and other pathogens.*

- Public Areas
  - The cleaning frequency has been increased with a focus on high-touch surfaces, such as front desks, elevator buttons, door handles, handrails, public bathrooms, dining surfaces, seating areas and others.
  - Extensive cleaning and disinfection will take place overnight using electrostatic misters and EPA-approved chemicals.
  - Regular inspections of public area cleanliness will be conducted by resort leadership.
  - Areas will be disinfected at least once per hour using EPA-approved chemicals.
- Bungalows and Villas
  - Extensive cleaning procedures will take place in all guest rooms with high levels of attention paid to items including television remotes, bathroom fixtures, furniture handles, telephones, light switches, alarm clocks, in-room safes, luggage racks, thermostats, etc.
  - Following room cleaning by room attendants, the room will be inspected and treated using an electrostatic mister, which quickly and evenly coats surfaces with a disinfecting solution.
  - All surfaces will be treated and the room will be secured and identified as “Clean and Sanitized.”
  - No additional entry will be made to the room until guest arrival.
- Back of House
  - Frequent touchpoints will be sanitized at least once per hour with a high focus on associate dining rooms, entry areas, time clock, office door handles, locker rooms and resort vehicles.
- Equipment
  - Shared tools and equipment will be sanitized before and after use.
    - This includes radios, shared computer workstations, shared golf carts, fleet vehicles, telephones, and food and beverage equipment.
- Room Recovery Protocol
  - In case of a confirmed case of COVID-19, the guest room will be removed from service.
  - Following 72 hours, the room will undergo enhanced cleaning and disinfection by a licensed third-party service provider.
- Air Filtration
  - Guest room air filters will be replaced using top-rated and highly efficient MERV 8 filters that are changed regularly.
  - Ventilation has been increased in public areas.
  - When possible, doors will be propped open to allow in outside air.

### **Physical Distancing**

*Resort-wide safe distancing standards will be employed.*

- Queue Lines
  - Floor markers will be used to remind guests to maintain 6 feet of physical distance from others.
  - Directional arrows will be put in place to manage the path of travel and avoid cross-traffic.
- Front Desk and Concierge
  - Work stations will be spaced to ensure proper separation when possible.
- Restaurants & Bars

- Restaurant floor plans and capacities will be reduced to ensure proper distancing between diners.
- Pools
  - Pool seating will be spaced to allow for proper distancing.
  - Markers will be in place to identify the path of travel.
- Meeting and Event Spaces
  - Meeting/event space capacities have been adjusted to allow for proper physical distancing.
  - Seating will be assigned based on family units when possible.
  - Floor marker arrows will be used to prevent cross-traffic in meeting rooms.
- Retail Shops
  - The occupancy of retail shops will be minimized.
- Back of House
  - Physical distancing protocols will be in place in associate dining rooms, uniform pick-up areas, in-house meeting spaces and other high-traffic areas.

## **RESORT OPERATIONS**

### **Front Desk, Guest Services (Bell & Valet Attendants), Hospitality & Concierge Services**

#### Cleaning & Sanitizing Protocol

- Associates will wash their hands prior to the beginning of their shift and disinfect after handling any item that could be contaminated such as cash, payment cards, etc.
- Associates will perform duties from the same workstation throughout their shift. Workstations will be disinfected before and after each use.
- Associates will present guests with trays in which to place their IDs and payment methods. Any cards touched by associates will be disinfected prior to returning to the guest.
- When available, payment devices will be placed or mounted on the guest-facing side of the desk, which will eliminate the need for associates to handle guests' cards. The devices will be disinfected following each guest's use.
- Frequently used surfaces such as keyboards, mouse, light switches, door handles, copiers, printers, shared office equipment and acrylic sneeze guards will be disinfected hourly.
- Items touched by guests such as pens and room keys are disinfected after use. Desktop surfaces will be disinfected hourly.
- Guests will be shown the path of travel to their room on a map, and will have their own single-use copy in their *Pelican Peace of Mind* amenity bag.
- Children's Treasure Chest protocol will be adjusted so that each child uses a sanitized hand grabber to select a toy, which will all be individually wrapped.
- Hand sanitizer will be conveniently placed on reception desks for guest and associate use.

#### Physical Distancing Protocol

- Workstations will be staggered to create the maximum distance possible between workstations.
- Acrylic guards will be in use at any staffed workstation where an associate is stationary.
- Associates will maintain 6 feet of distance while escorting guests or placing baggage in guest rooms.

## Additional Safety Measures

- At check in, guests will be presented with a *Pelican Peace of Mind* amenity bag. Bag will include the following items:
  - Disposable property map
  - Disposable resort informational brochure that provides information on multiple topics and offerings such as Express In-Room Dining menu, a welcome note from the Managing Director, hours of operations for open amenities and a QR code that accesses additional information about the resort.
  - Cloth face covering/mask - 2
  - Disinfectant wipes
  - Small bottle of hand sanitizer
- Guests will be advised on key property standards for safety such as physical distancing, limiting associate access to their guest room, path of travel markers and others.
- Associates will confirm the guest's preferred frequency of housekeeping service based on notes on their reservation. The property standard for stayover service/cleaning is every three days.
- Shoeshine service will be suspended.
- Printed newspapers and magazines will be unavailable and removed from public areas.
- Guests will be directed to self-parking options. No valet service will be offered.
- Guests will be provided with options for baggage handling/delivery:
  - Guests may opt out of bell service or room escort.
  - Guests may accept an escort to the room but opt out of baggage-handling assistance.
  - Should the guest accept both room escort and baggage assistance, the following options are available:
    - Bags placed outside of the guest room door
    - Bags placed just inside the guest room door
    - Bags placed on pre-set luggage rack while guest is at least 6 feet away
- Bell staff will avoid touching any surfaces in the guest room while placing baggage.
- Bellman will put on a fresh set of gloves each time guest bags are delivered/ placed.
- In-room orientation will be limited to minimize the time spent inside the guest room. Room orientation videos will be available on the television or via QR code found on the information brochure.

## Public Areas

### Cleaning & Sanitation Protocol

- Additional attendants will be staffed to ensure high-traffic, high-touch surfaces are cleaned once per hour using EPA-approved disinfectants.
- Areas that will be cleaned frequently include but aren't limited to door handles, handrails, elevator push buttons, restroom fixtures, push plates, public seating areas, employee locker rooms, and restrooms, ATMs and house phones.
- Extensive deep cleaning will take place nightly using electrostatic misters on surfaces and fabrics during night cleaning.
- Public space will be inspected by leadership daily.



- Attendants will wear appropriate PPE and exchange gloves as necessary.
- Exterior doors will be propped open when possible to minimize touchpoints.
- Air filters have been enhanced to maximize filtration. Fan speeds will be adjusted to promote ventilation when doors cannot be propped open.

#### Physical Distancing Protocol

- Floor arrows will be used to keep cross-traffic minimized at entryways and high-traffic areas.
- Floor markers will be used in locations where queue lines could form such as front desks and retail cashier stands.

### Guest Room Housekeeping

#### Cleaning & Sanitizing Protocol

- Attendants will wear proper PPE while performing duties. Gloves will be exchanged following cleaning of select areas, such as the bathroom, and upon completion of service. Gloves will be discarded following use.
- High-touch surfaces of guest rooms will be carefully cleaned using EPA approved disinfectant. Areas will include:
  - All door handles, drawer pulls, and bathroom and kitchen fixtures
  - All electronics such as remote controls, clock radios, safes, thermostats, lamp switches, televisions, coffee makers, hot-water pot and other kitchen appliances.
  - All room surfaces including beverage bars, desks, TV consoles, nightstands, bathroom vanities, and others based on room furnishings.
- Any item that guest requests for delivery — including roll-away beds, cribs, microwaves and mini-fridges — will be thoroughly cleaned.
- If a children’s amenity is provided, it will be individually wrapped.
- Bathroom amenities or other small items requested by a guest will be delivered in a *Pelican Peace of Mind* bag and presented on a tray.
- All single-use amenities will be presented to guests in a bag with a *Pelican Peace of Mind* tag indicating that contents have been carefully handled and assembled with safety in mind.
- All collateral, brochures, menus, instruction cards, etc. have been removed from guest rooms. Digital versions of these materials will be available, and information will be offered on the television via the menu screen.
- Laundry and Bed Linen
  - All bed linen and bathroom terry will be washed using proper chemicals at high temperatures.
  - All pillow protectors and duvets will be removed and replaced following guest checkout.
  - When providing a stayover cleaning service, linen will be carefully gathered and placed in a room-specific laundry bag prior to removal from the guest room. The attendant will be sure to avoid shaking laundry and bath terry prior to bagging.

#### Physical Distancing Protocol

- Per California guidelines, room attendants will not service the room while the guest is present. Attendants will arrange a time when the guest is out of the room to provide the service.

### Additional Safety Measures

- A framed sign in the room will direct guests to the television for all Resort Safety information via a QR code. In addition, the guest can review information on their guestroom television using the menu button on the remote control.
- Rooms will be provided stayover cleaning service every third day unless otherwise requested.
- Requests for a preferred frequency of service will be made during the reservation process and confirmed at check-in.
- Turndown service is discontinued.
- Ice buckets have been removed from all guest rooms. Should ice be requested, it will be delivered in a sanitized ice bucket.
- Room attendants will avoid touching guests' personal items during the stayover cleaning service.
- Decorative pillows, bed bolsters and bed throws have been removed from guest rooms.
- All glassware has been removed from guest rooms and replaced with single-use frosted and paper cups.

### Laundry Service & Associate Uniforms

#### Cleaning & Sanitizing Protocol

- Laundry rooms will be cleaned at designated times throughout the workday using EPA-approved cleaner/disinfectant.
- Laundry carts will be disinfected at the beginning of the workday and at the conclusion of the workday.
- The laundry facility will undergo thorough cleaning each night using electrostatic misters.

#### Physical Distancing Protocol

- When guests request dry cleaning, laundry or pressing services, they will be encouraged to place the laundry bag outside the guest room for pickup. When returning clean laundry, the attendant will wear a mask and gloves and ensure property physical distance from guests inside the room.
- Floor markers indicating 6 feet of distance have been placed at uniform pickup areas.

#### Additional Safety Measures

- Employee uniforms will be individually bagged once laundered or dry cleaned.
- Guest items will be bagged upon receipt and prior to return to the guest room.

### Engineering

#### Cleaning & Sanitizing Protocol

- Engineers will wear appropriate PPE at all times. N95 masks or the equivalent may be necessary when performing select tasks such as exchanging air filters.
- Engineering shops, equipment and tools will be cleaned before and after use. A daily cleaning and disinfecting regime will be in place.

### Physical Distancing Protocol

- Engineers will avoid entering guest rooms unless there is an emergency or unless requested by the guest. Physical distancing standards will be adhered to while in the guest room. If a guest room with a suspected or confirmed case needs emergency assistance, the engineer will wear full-body PPE including masks, goggles, gloves and protective gown.
- Engineering shop(s) to have revised capacities to ensure proper spacing. Workstations have been adjusted where possible.

### Front Drive, Parking & Transportation

#### Cleaning & Sanitizing Protocol

- Hand sanitizer bottles will be placed in all fleet vehicles, including SUVs, shuttles, trolley and golf carts.
- Vehicle touch points will be disinfected before and after associate and guest use. Surfaces such as steering wheels, car keys, door handles, armrests and window controls will be of particular focus.
- Front Drive associates will regularly disinfect lobby entry door handles using EPA-approved cleaners.
- Associates are encouraged to wash or disinfect hands frequently and before and after handling guest baggage.
- All fleet vehicle drivers will wear face coverings. Gloves will be used when handling guest baggage.

#### Physical Distancing Protocol

- Associates will maintain 6 feet of distance from guests as they provide an escort to the front desk.
- Fleet vehicle capacities have been adjusted to approximately 50% capacity in order to ensure the proper distance between riders. In shuttles and on the trolley, alternating seats have been restricted from use to maximize spacing between travelers.
- Guests will only be allowed to sit next to someone from their household.
- SUV use will be minimized in favor of golf carts and shuttles that allow for more space between guests and drivers.

#### Additional Safety Measures

- Self-parking only. No valet service is available.
- Guests will be directed to park as follows:
  - Bungalow guests will be directed to park in spaces adjacent to their assigned bungalow.
  - Villa guests will be directed to park in the driveway of their assigned villa.
  - Day guests will be directed to park in the garage adjacent to the main estate entry.
  - Pelican Golf players will be directed to park in the clubhouse parking garage.
- Associates will not open vehicle doors for guests.
- Associates will not enter guest vehicles.
- The following Children's Beach Bag items will each be individually wrapped and placed in a drawstring backpack:
  - Sand Toy Kit
  - Sunglasses
  - Inflatable Beach Ball
  - 2 packets of 50 SPF Sunblock

## Restaurants & Bars

### Cleaning & Sanitizing Protocol

- Hand sanitizer dispensers will be placed by host/hostess stands as well as in back-of-house beverage and prep areas.
- Host/hostess work stations and equipment, such as telephones, computer workstations and keyboards, will be cleaned/disinfected frequently. Associates will avoid sharing workstations.
- Associates will wear appropriate PPE such as face masks, gloves and face shields depending on their task.
- Frequently touched surfaces such as service stations, bars, counters, handrails, trays, tray stands, door push plates, door handles, cooler door handles and beverage equipment will all be sanitized frequently.
- Table linen and napkins will be carefully folded following use and placed in a dedicated bag prior to removal from the dining room.
- The table surface and seating will be thoroughly cleaned following use. Electrostatic misters will be used to disinfect seat back cushions.

### Physical Distancing Protocol

- Host/hostess podiums will have acrylic sneeze guards positioned between the host and the guest.
- Floor spacing markers will be in place as a reminder for guests not to crowd while in line.
- Floor marker arrows will be in place to provide a clear path of travel around the dining room and assist in managing cross-traffic of staff and guests.
- Servers will be assigned a dedicated POS workstation. No sharing of work stations will be allowed.
- The dining room and bar floor plans have been revised. All tables and seating will be a minimum of 6 feet apart. Consideration will be given for high-traffic pathways, and additional spacing may be established if needed.
- Acrylic shields will be installed on all banquettes to buffer diners from others.
- No communal seating will be permitted. Communal tables will be removed.

### Additional Safety Measures

- Guests and patrons will be advised when booking a reservation that the dining party must be fully gathered prior to being seated. Guests are asked not to arrive more than 10 minutes prior to their reserved time. Guests will be asked to wait outside the restaurant if their table isn't ready.
- Check presenters will include a hand sanitizer wipe for guests to use after signing the check.
- Single-use menus will be in use. Entry signage will have QR code so that guests can access the menu electronically on mobile devices if they prefer.
- The table will be clear of all items prior to the guest being seated. Condiments will be provided in ramekins as needed. Silverware will be rolled in a napkin and placed once guests are seated.
- No self-service buffets will be offered.
- No self-service water pitchers will be offered.
- Take-out containers will be packaged by the guests/patrons.
- No live music will be offered at this time.

- Guests will be required to answer questions about any symptoms they have experienced prior to entering any dining outlet.

## **In-Room Dining**

### **Cleaning & Sanitizing Protocol**

- All associates will wear appropriate PPE, including facial coverings and gloves for select tasks.
- Serving equipment will be sanitized at the beginning and at the conclusion of the shift. Efforts will be made to avoid the sharing of equipment between servers and bussers.
- Frequently touched surfaces will be frequently cleaned.
- Prep area surfaces will be cleaned and sanitized once per hour. Surfaces will include door handles, door push plates and railings.
- Golf carts will be cleaned before and after each use. When possible, servers will have a dedicated cart for their exclusive use during their shift.

### **Physical Distancing Protocol**

- Servers will avoid entering guest rooms. The food and beverage presentation will be extended on a tray for guests to pick up at the doorway to their room.

### **Additional Safety Measures**

- All food and beverage will be presented in disposable, single-use containers. Guests will be advised to place garbage outside their guest room door once finished.
- Menus will be available inside the single-use welcome brochure provided at check-in. An electronic menu is also available via a QR code found in the guest room if preferred.
- Any food delivered by outside providers cannot be handled by resort staff.
- The Honor Bar will be removed. Guests can order snacks and drinks from a menu.
- Check presenters will include a hand sanitizer wipe for guests to use after they sign the check.

## **Banqueting & Events**

### **Cleaning & Sanitizing Protocol**

- Banquet staff will receive rigorous training and a comprehensive cleaning checklist for all banquet rooms to include the setting and striking of tables and chairs. Responsible banquet linen transportation, storage and use will involve disposal and cleaning at the end of a program.
- Banquet staff will complete a deep clean and sanitation of all shared touch points of the rooms overnight.
- Banquet staff and concierges to visibly sanitize these touch points hourly during events.
- Floor-supported hand sanitizer stations will be in each meeting space.
- Sanitized meeting amenity kits will be offered to conference attendees to include a sanitized logoed bag, pad, wrapped pen, mask, alcohol wipes and mints. Water pitchers will be discontinued for use. Complimentary ice water can be made available from the coffee break attendant if that service is requested.
- Visible sanitizing processes for audio-visual equipment will include acrylic podium shields for speakers.

- All Banquet Service staff and support associates will wear personal protective equipment, including face masks and gloves where appropriate.

#### Physical Distancing Protocol

- Seating capacities and event set-ups will follow the latest capacity guidelines. Each project will start with an event manager consultation to design a set that achieves social distancing standards based on group dynamics and goals of each event.
- Deployment of signage throughout the property will remind guests of our guidelines.
- Clearly indicated paths of travel into and out of rooms to avoid bottlenecks at entrances.
- Physical distancing discs to be used at the registration desk, coffee breaks and buffets.

#### Additional Safety Measures

- Specially designed modified menus to provide safe styles of service applicable to each group's needs.
- Plated meals will be encouraged where possible, or a modified buffet style. A modified buffet style might showcase food items similar to a marketplace showcase, where each item is individually wrapped such as fruit cups, individual pastries, yogurts and individual burritos for breakfast as an example. For planners wishing to have an elevated style of the buffet, attendants can serve from behind acrylic shielded buffets, culminating in handing them the plate at the end.
- Removal of excessive table settings, such as B&B plates, loose silverware, salt and pepper, etc. Use of linen-wrapped silverware where appropriate.
- Beverage stations will be attended to remove the use of shared vessels or implements. These will be sanitized every hour. Associates will wear masks and gloves if appropriate.
- Family style/shared plates/grazing tables will be discontinued.
- Individual small passed vessels such as hors d'oeuvres or late-night snacks will be placed in disposal single-use vessels.
- Cash bars continue to operate with a separate cashier from the bartender as per previous policy to ensure no cross-contamination from cash or credit cards to the beverage product.

#### Pools

##### Cleaning & Sanitizing Protocol

- All pool areas will be thoroughly cleaned and disinfected during the overnight hours.
- Pool chairs will be disinfected prior to guests being seated and following guest use.
- Pool towels will be gathered into a laundry bag following guest use.
- Cabana space will be used by only one guest/family group per day and will undergo nightly sanitation using UV mister technology.
- Pool chemistry testing and logging have been increased.

##### Physical Distancing Protocol

- Pool deck capacity has been reduced to allow for proper distancing.
- Chair and chaise lounge placement has been adjusted to allow 6 feet between chairs.
- Adjustments will be made to accommodate family groups.
- Attendants will monitor pool occupancy and make adjustments as needed.

- Acrylic sneeze guards will be placed on the pool deck host/ hostess podium.

#### Additional Safety Measures

- Hot tubs are closed as per state and local health department guidelines.

### **Fitness Centers & Locker Rooms**

#### Cleaning & Sanitizing Protocol

- Attendants will wear appropriate PPE including face coverings. Gloves will be worn while performing select tasks.
- EPA-approved disinfectant spray and wipes will be available through the fitness centers for guest use.
- Attendants will disinfect select high-touch surfaces at least once per hour. Areas will include doorknobs, door pulls, door push panels and railings.
- Fitness equipment will be disinfected frequently, with signage reminding guests of safe space protocols.
- Restrooms will be cleaned once per hour and more frequently during busy times.
- A thorough, deep cleaning of all equipment and surfaces will take place each night. Electrostatic misters will be used prior to the facility being reopened each morning.
- Hand sanitizer dispensers will be centrally located near the fitness center entrance/exit.
- Exercise mats, ropes, bands, free weights, etc. have been removed from use.

#### Physical Distancing Protocol

- Fitness Center capacity and equipment spacing has been evaluated and adjusted to ensure guests can maintain 6 feet of distance. Maximum capacity for the Main Estate Fitness Center is 12. Maximum capacity for the Villa Fitness Center is 8.
- Select pieces of equipment will be removed or placed out of service.
- Restroom facilities will be available; however, the locker rooms will be restricted from use.

#### Additional Safety Measures

- Individual water bottles will be provided. Water dispensers will be removed or restricted from use.
- Complimentary fruit and snack bars will be removed.
- Hours of operation may be adjusted in order to allow time for enhanced cleaning and disinfection of equipment and spaces.
- Exercise mats, ropes, bands, etc. will be sanitized and identified as ready for use. A designated location will be made available for guests to place used mats, which will be cleaned prior to reuse.
- Magazines, newspapers, books will be removed from the facility. Also, non-essential vanity items will be removed to reduce touch points.
- Fitness Center ventilation will be increased to ensure the highest possible filtration of air.
- Entry doors will be propped open to minimize guest contact with door handles.
- Hot tubs, steam rooms and saunas are closed as per state & local health department guidance
- Single-use earbuds will be provided in individually packaged bags.
- Individual bottles of water will be available.

## Golf

### Cleaning & Sanitizing Protocol

- A specified staff member makes rounds every hour sanitizing touch points throughout the Clubhouse, Locker Rooms, Caffe, Starter's area and all back-of-house areas. Touch points are sanitized with EPA-approved disinfectants. Hand sanitizers are placed in strategic areas around the Clubhouse.
- All staff members wear masks and gloves and appropriate PPE is worn for each job function.

### Physical Distancing Protocol

- Clubhouse signage reminds guests of social distancing requirements. Ground markings and stanchions where possible have been placed to direct guests and maintain spacing.
- Six feet between individuals is required, with a minimum of 30 feet between pairings on course.

### Golf Reservations

- Reservations are accepted over the phone from 9 a.m. to 5 p.m. Reservations are required, with all guest names being provided 24 hours in advance. A 10-minute tee time interval is used to maintain spacing between reservations.

### Arrival at the Facility

- Signage at the entrance informs guests that play is restricted to resort guests and members.
- A staff member welcomes guests at the entrance and directs them to appropriate parking areas that minimize use of elevators. Valet service is not available; all guests self-park.
- The Pelican Grill and Golf Shop are closed. Clubhouse locker room restrooms are open. All amenities have been removed.
- Guests are required to carry their own clubs to and from their vehicles.

### Check-In

- Guests check-in and pay at the Starter podium. Billing is via room charge, member account or credit card. Cash is not accepted. Touch points are minimized and signatures are not required.
- The Starter instructs guests on the social distancing requirements and sends them to the tee at the appropriate interval that maintains required spacing between reservations.

### Practice Facility

- There is 20 feet of spacing between range stalls and stalls are numbered. Staff members direct guests to stalls to reduce overcrowding.
- Range balls are disinfected and delivered to the tee line without being touched; no baskets or containers are used.

### Golf Carts

- Golf Carts are staged to maintain 6 feet of distance between each one. One person per golf cart is required unless they are members of the same household. Golf carts are disinfected prior to use and completely washed and disinfected after each use. Coolers, club & ball washers, sand bottles, tees, pencils and scorecards have been removed.



- “For Your Safety” placards have been placed on each golf cart. GPS messaging reminds guests periodically throughout the round to avoid touching the flagsticks and maintain social distance.
- Bottled water has been removed from golf carts but is available at the Clubhouse.

#### Forecaddies

- Forecaddies are not available.

#### Rental Clubs & Loaner Shoes

- Rental clubs are available for resort guests only and each set is sanitized before and after each use.
- Shoe service and loaner shoes are not available at this time.

#### Non-playing guests

- Spectators are minimized, issued separate golf cars, and advised to remain in the golf car.

#### Pairings

- Pairings of more than four players are not permitted and unrelated groups are not paired together.

#### Flagsticks & Cups

- Special devices have been placed into each hole to prevent the ball from falling completely in the hole. Signage on flagsticks directs guests not to touch or remove the flagstick.

#### On-course Changes

- There are no ball washers or bunker rakes on course and trash receptacles are open at the top.
- Golfers are allowed preferred lies in bunkers and encouraged to smooth out footprints.

#### Food Service & Beverage

- Caffe II is open at the Clubhouse for take-out food and beverage service. Complimentary bottled water is available.
- Beverage Cart operates daily with pre-packaged & bottle options only.

#### Restrooms

- Clubhouse and golf course restrooms are open and sanitized on an hourly basis. Soap and disposable paper products are available in all restrooms. Doors are propped open when possible. Showers are closed and not available for use.

#### Post-Round Services

- Club and shoe cleaning are not available. Guests are encouraged to dispose of their own trash. Guests are also encouraged to leave the property immediately after completion of the round.

#### Retail

#### Cleaning & Sanitizing Protocol

- Attendants will wear facial coverings at all times. Gloves will be worn while performing select tasks.

- Hand sanitizer bottles will be available at cashier podiums/desks
- Fitting room surfaces will be disinfected following use
- Frequently touched surfaces, such as door handles, door push plates, railings, telephones, computer workstations, will be disinfected once an hour.
- Workstations will be dedicated for use by a single attendant during their shift. Workstations will be disinfected before and after use.
- Associates will present trays for guests to place IDs and payment methods. Any cards touched by guests will be disinfected prior to returning to the guest.
- When available, payment devices will be placed or mounted on the guest-facing side of the desk, which will eliminate the need for associates to handle the guest cards. The devices will be disinfected following each guest's use.

#### Physical Distancing Protocol

- Cashier podiums will be outfitted with acrylic sneeze guards positioned between the host and the guest.
- Floor spacing markers will be in place as a reminder for guests not to crowd while in line.
- In select shops, floor directional arrows will be placed to create a single point of entry and exit.
- Retail shop display tables and racks will be shifted or removed to ensure a clear path of travel and avoid congestion in the shops.
- Store capacity will be reduced based on square feet of space. Attendants will monitor occupancy and take action if needed.

#### Additional Safety Measures

- Facial coverings will be available for guests at the cashier podium of each shop.
- If merchandise is tried on, handled and not purchased, it will be placed in a designated area for the decontamination period.

### Employee Dining Room

#### Cleaning & Sanitizing Protocol

- Attendants will perform frequent cleaning and disinfection of surfaces, including sneeze guards, countertops, door handles and dining tables.
- Leadership to perform daily inspections by meal period to ensure cleaning standards are met.
- Attendants will wear proper PPE, including face coverings, gloves and hairnets.
- Serving utensils will be washed hourly.

#### Physical Distancing Protocol

- Floor markers will be in place in food pickup lines and tray drop-off lines to assist in maintaining the distance between associates.
- Floor arrows in place to reinforce the dining room path of travel and minimize cross-traffic.
- Dining room capacity has been amended and seating has been removed to ensure the proper distance between associates.
- Department meal periods will be staggered to prevent overcrowding.

### Additional Safety Measures

- No self-service is available. Attendant to plate food for each associate.
- Box lunches may be used on select days with all contents pre-packaged.
- Signage indicating that cups cannot be refilled. A new cup will be needed for each visit to the beverage station.
- No refilling of used cups. A fresh cup should be used.

### Kitchens & Stewarding

#### Cleaning & Sanitizing Protocol

- Staff will wear PPE appropriate to the task performed. Stewarding associates will wear face shields or goggles.
- Knives and utensils will be sanitized following use.
- Kitchens will continue with standards of “clean as you go” using food-safe disinfectants.
- Kitchens, prep areas, dish rooms and pot sink areas will continue to be deep cleaned nightly. The frequency of inspections will be determined by leadership.

#### Physical Distancing Protocol

- Non-Food and Beverage associates will be discouraged from entering kitchens and prep areas.
- Work stations to be adjusted when possible to maximize distance between cooks.