



# OUR COMMITMENT TO WELL-BEING

COVID-19 RESPONSE GUIDELINES



SALAMANDER®  
HOTELS & RESORTS





## GUESTS & SERVICE PROFESSIONALS

### Surface Areas

Throughout our hotels and resorts, Salamander increased its already-rigorous cleaning protocols. Surfaces are thoroughly treated with hospital-grade disinfectants and cleanings are conducted with increased frequency.

### Guest Contact

All medical advice, including that from the CDC and WHO, states that direct, person-to person contact is the primary way COVID-19 spreads. To help prevent risk of transmission in this way, Salamander implemented the following protocols:

1. Placed signage in its lobbies reminding guests to maintain physical distancing protocols (at least six feet)
2. Adjusted furniture in restaurants and lobbies to allow for appropriate physical distancing (at least six feet)
3. Masks and gloves are readily available for hotel guests
4. Installed additional hand-sanitizing stations at the entrances to our hotels and resorts, near the front desk, at elevator banks and entering fitness and meeting spaces.
5. Technology has been added for additional safety including:
  - Mobile check-in and check out
  - Guest room key access with mobile device
  - Menus and menu ordering via contactless Intelity application
  - Guest requests via mobile application
  - Guest texting / communication system

### Service Professional Arrival to Work

At each service professional entrance, the security team administers non-invasive digital temperature readings for all service professionals. Anyone displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Service professionals confirmed to have a temperature over 100.4°F will not be allowed to enter the property and will be directed toward appropriate medical care.

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*“The health and well-being of our guests and service professionals is our top priority at Salamander Hotels & Resorts.”*

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### Physical Distancing

Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while in lines, using elevators or moving around the property. Restaurant tables, and other physical layouts, are arranged to ensure appropriate distancing. Service professionals are reminded to practice physical distancing by standing at least six feet away from guests and other service professionals whenever possible. All resort outlets will comply with local or state mandated occupancy limits. Due to physical distancing limits, guests are required to wear masks on elevators and in guestroom hallways. In all other locations, guests are encouraged to wear masks.

### Hand Sanitizer

Hand sanitizer dispensers, touchless whenever possible, are placed at key guest and service professional entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and event spaces, elevator landings, pools, spa and exercise areas. Hand sanitizer is provided in public areas and throughout the back of house for service professionals.

### Public Area Signage

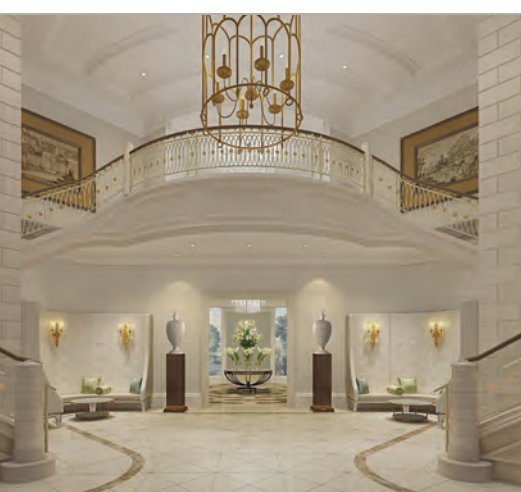
Health and hygiene reminders are posted throughout the property, including physical distancing and the proper way to wear, handle and dispose of masks.

### Back-of-the-House Signage

Signage is posted throughout the property reminding service professionals of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), how to wash hands and sneeze, and to avoid touching their faces.

### Service Professional & Guest Health Concerns

Our service professionals are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property, and they will be ready to provide support to our guests. Service professionals are instructed to stay home if they do not feel well and told to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Service professionals and guests who exhibit any of the symptoms of COVID-19 while at the property will be instructed to immediately make this information known to managers and hotel security respectively.





## THE GUEST EXPERIENCE

### Guest Arrival

Masks will be available for all guests entering a Salamander hotel or resort. Appropriate signage is also prominently displayed, which outlines proper mask usage, request to use hand sanitizer and current physical distancing practices in use throughout the property.

### Guest Arrival via Valet, Taxi or Ride Share

- Guests will enter the hotel/resort through doors that are either propped open, are automated or manually operated by a service professional.
- Service professionals will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart sanitized after each guest is assisted.
- Guest luggage will be handled by service professionals wearing gloves.
- Valet parking is available.

### Hotel Guest Elevators

- Button panels will be sanitized at regular intervals, at least once per hour.
- Signage will be posted to explain the current hygiene and sanitation procedures.
- No more than four guests will be permitted per elevator.
- All service professionals are required to wear a mask. Guests are required to wear a mask in elevators and hotel room corridors.







## SERVICE PROFESSIONAL RESPONSIBILITIES

The role Salamander service professionals play is vital for an effective sanitation, health and hygiene program.

### Hand Washing

Proper hygiene and frequent handwashing with soap is vital in helping to combat the spread of virus. All Salamander service professionals are instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering, going on and returning from break, and before or after starting a shift.

### COVID-19 Training

All service professionals have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact, including housekeeping, food and beverage, public area departments, hotel operations and security.

### Personal Protective Equipment (PPE)

Appropriate PPE is worn by all service professionals based on their roles and responsibilities, and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. Every service professional entering the property is provided a mask and required to wear that mask while on property. Gloves are provided to service professionals whose responsibilities require them, as determined by medical experts, including housekeeping and public area attendants and security officers in direct contact with guests.

### Daily Pre-Shift & Timekeeping

Service professional pre-shift meetings are conducted virtually or in areas that allow for appropriate physical distancing between service professionals. Larger departments stagger service professional arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer is available at each timeclock location and service professionals are required to sanitize their hands after clocking in. Our management team provides constant communication, and proper PPE and sanitation procedures is followed and updated per the latest expert guidance.



## CLEANING PRODUCTS AND PROTOCOLS

Our hotels and resorts use cleaning products and protocols which meet CDC/EPA guidelines, and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We have worked closely with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

### Public Spaces and Communal Areas

The frequency of cleaning and sanitizing is increased in all public spaces with an emphasis on frequent-contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, gym equipment, dining surfaces and seating areas. Dividers have been placed at the front desk for an added measure of safety.

### Guest Rooms

Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.





### **Laundry**

All bed linen and laundry are changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen is bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

### **Back of the House**

Frequency of cleaning and sanitization is increased in high-traffic, back-of-house areas with an emphasis on service professional dining rooms, service professional entrances, uniform rooms, service professional restrooms, loading docks, offices, kitchens, security scanning podiums, and training classrooms.

### **Shared Equipment**

Shared tools and equipment is sanitized before, during and after each shift or anytime the equipment is transferred to a new service professional. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

### **Room Recovery Protocol**

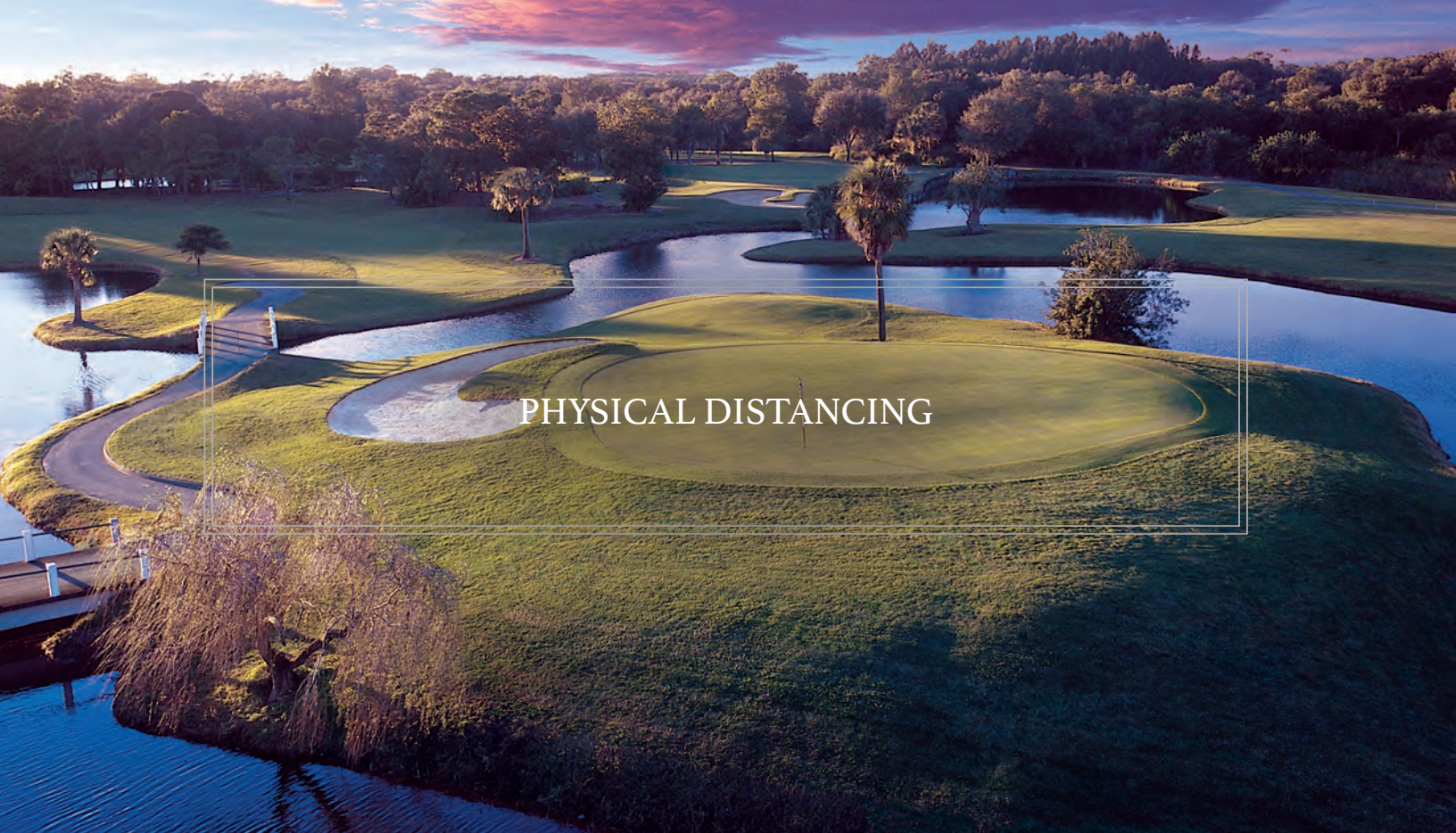
In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.

### **Air Filter and HVAC Cleaning**

Air filter replacement and HVAC system cleaning will be increased, and fresh air exchange maximized.







## PHYSICAL DISTANCING

Throughout each hotel and resort, we meet or exceed state and local health authority guidelines on proper physical distancing.

### **Queuing**

Any area where guests or service professionals need to queue is clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining.

### **Hotel Front Desk, Business Center and Concierge**

Agents utilize every other workstation to ensure separation between service professionals, whenever possible. Plexiglass dividers are placed at reception areas.

### **Restaurants and Bars**

Restaurants and bars feature reduced seating capacities to allow for a minimum of six feet between each seated group/party of guests. Maximum of 6 people per table.

### **Meeting and Event Spaces**

Meeting and banquet set-up arrangements allow for physical distancing between guests in all meetings and events, based on CDC recommendations. Self-serve buffet style food service is suspended and replaced by alternative service styles.

### **Retail Spaces**

In coordination with our retail partners, guest occupancy limits are enforced to allow for appropriate distancing at both our owned and leased retail spaces.

### **Pool and Beach**

Pool and beach seating is configured to allow for at least six feet of separation between groups of guests.

### **Back of the House**

Physical distancing protocols are used in service professional dining rooms, uniform areas, inhouse meeting rooms, shared office spaces, and other high-density areas to ensure appropriate distancing between service professionals.





## MEETINGS AND EVENTS SERVICE PROTOCOLS

### Cleaning & Sanitizing Protocol

- Enhanced cleaning protocols with increased frequency, focusing on high traffic and frequently touch surfaces
- All shared equipment and meeting amenities to be sanitized after each use with hospital grade sanitizing chemicals
- All linen, including underlays, to be replaced after each use
- Pens, markers, pencils etc. are sanitized with UV light following each use
- Polycoms, computers, and AV equipment will be wiped down and UV sanitized after each use
- HVAC filters will be changed with greater frequency

### Guest Flow

- Clearly marked meeting entrances and exits accompanied by one-way directional signage

### Registration

- Separate registration areas with physical barriers installed for safety and appropriate social distancing
- Social distancing floor guides and signage to guide attendees
- Queue management in registration areas

### Meeting Room Setup

- Customized floor plans and seating capacities will be created for each individual event
- Hand sanitizer dispensers will be conveniently placed near self-service beverage stations along with tissue boxes and sanitizing wipes
- Bottled water placed at each place setting is standard meeting room setup (no pitchers of water)
- Meeting room candies and mints will be removed and replaced with individual packaged snacks
- Linen (when used) will be laundered following each event or linen-less tables will be used
- Open air venues will be offered for meeting breakouts and coffee breaks





### Food and Beverage

- Banquet and catering menus have been modified to offer creative alternatives to eliminate self-service buffets, butler passed drinks and hors d'oeuvres
- Buffet service will feature action stations accompanied by single service composed dishes and pre-packaged grab and go options. Stations will have appropriate shielding in place.
- Composed meals will include creative "bento box" style offerings to enhance variety
- Coffee and other break items to be attended and served by a server and/or have small cocktail napkins available for self-service coffee and tea
- Service professionals will wear gloves when presenting meals, restocking buffets, clearing plates, etc.
- Breaks: single serve and prepackaged snacks, washed and wrapped whole fruit offerings
- Condiments to be served in single serve or sanitized individual containers
- Flatware to be provided as a roll-up
- Queuing monitored by supervisors
- All menus are single use and disposed of following the event

### Physical Distancing & PPE Protocol

- Staff members are required to wear masks for every event. Gloves are required by food service handlers, banquet setup and housekeeping teams.
- Signage reinforcing social distancing will be placed throughout the meeting areas
- Attendees will be encouraged to wear masks during any event where 6-foot distancing is not feasible.
- Banquet Manager to manage physical distancing at venue entrance, waiting areas and breakouts based on location and type of event
- Designated entry and exit points for each meeting room where possible.
- Staggered breaks, meals and arrival departure times will be coordinated to avoid crossover.
- Peak period queuing to be evaluated by event, procedures to be implemented when guests are not able to be immediately sat and when guest are departing as a group
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows State and Local guidelines
- Floor to be marked for 6-feet distancing at entrance of meeting rooms or where appropriate
- Enhanced conferencing technology to be made available to broadcast into adjacent meeting rooms

### Outside Vendors

- Adherence to hotel policies and procedures will be required by all vendors, including temperature checks, PPE, cleanliness, and sanitization requirements.









SALAMANDER RESORT THE HENDERSON HOTEL BENNETT HALF MOON INNISBROOK



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