

# How We Are Working to Keep You Safe

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



**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, luggage carts, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.



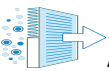
**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean owner/guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room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



**Laundry.** All bed linen and laundry will be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



**Room Recovery Protocol.** In the event of a 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 a 72-hour waiting period and undergoing an enhanced sanitization protocol.



**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and PTAC system cleaning has been increased and fresh air exchange will be maximized.



**Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests.



**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobbies, meeting spaces, elevator landings, pools, and exercise areas.



**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.