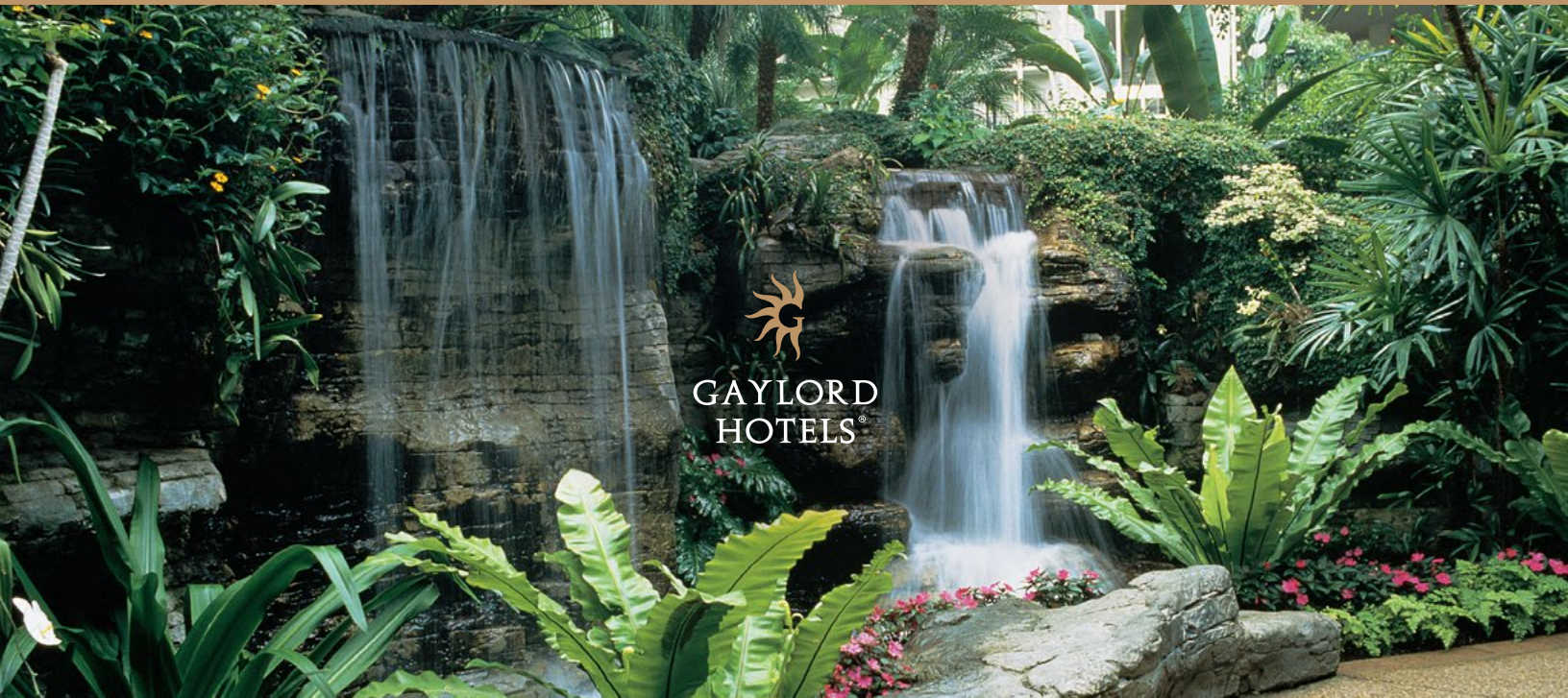


# Our Commitment to You

## Health and Safety Cleanliness Standards

Updated June 10, 2020



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

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



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## ■ Health & Safety Expertise

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

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



Gaylord Rockies Resort & Convention Center

*Vanderbilt University Medical Center (VUMC) serves as the official wellness advisor for Gaylord Hotels.*

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A leader in medical research and one of the top-ranked academic medical centers in the United States, VUMC provides counsel for on-site operating procedures, advises on development of training and educational materials for associates (STARS), and provides expert guidance for standards and protocols relating to the unique, multi-faceted aspects of Gaylord Hotels' convention and resort business. VUMC was selected both for its nationally recognized expertise in infectious disease control and because of its local ties to Nashville, which is home to Gaylord Opryland, the original Gaylord Hotels property. Both VUMC and Gaylord Opryland are beacons in the Nashville community, and both are dedicated to providing their clientele with distinctive services of the highest caliber.



We use disinfectant products that have been approved and certified by the **U.S. Environmental Protection Agency (EPA)**, and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. We are also following the guidance of the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and the guidance of our state and local health authorities regarding COVID-19.

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

## ■ **Our Commitment to Clean**

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

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

**Technology Innovations:** Enhanced technologies, including the testing of electrostatic sprayers and implementing the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization are being used to sanitize surfaces throughout our hotels.



**Deeper, More Frequent Cleaning:** We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, Gaylord Hotels has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, aquatic areas, fitness centers, and meetings & convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We also are placing disinfecting wipes in each guest room for guests' personal use.

**Emphasis on Hygiene & Cleanliness:** Each hotel will be required to have a hygiene plan. STARS will be required to be aware of and follow for personal hygiene, physical distancing and Personal Protective Equipment (PPE), in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use will be placed in high traffic areas and public spaces.

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

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



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



Gaylord Palms Resort & Convention Center

**Tailored Options for Meetings & Events:** A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees safe. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local fire department, as well as state and local health authority guidelines for proper physical distancing. This includes density reduction in all meeting rooms and exhibit hall spaces. Convention public space



attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers are being tested in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

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

## ■ Gaylord Hotels Technology

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

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*Some examples:*

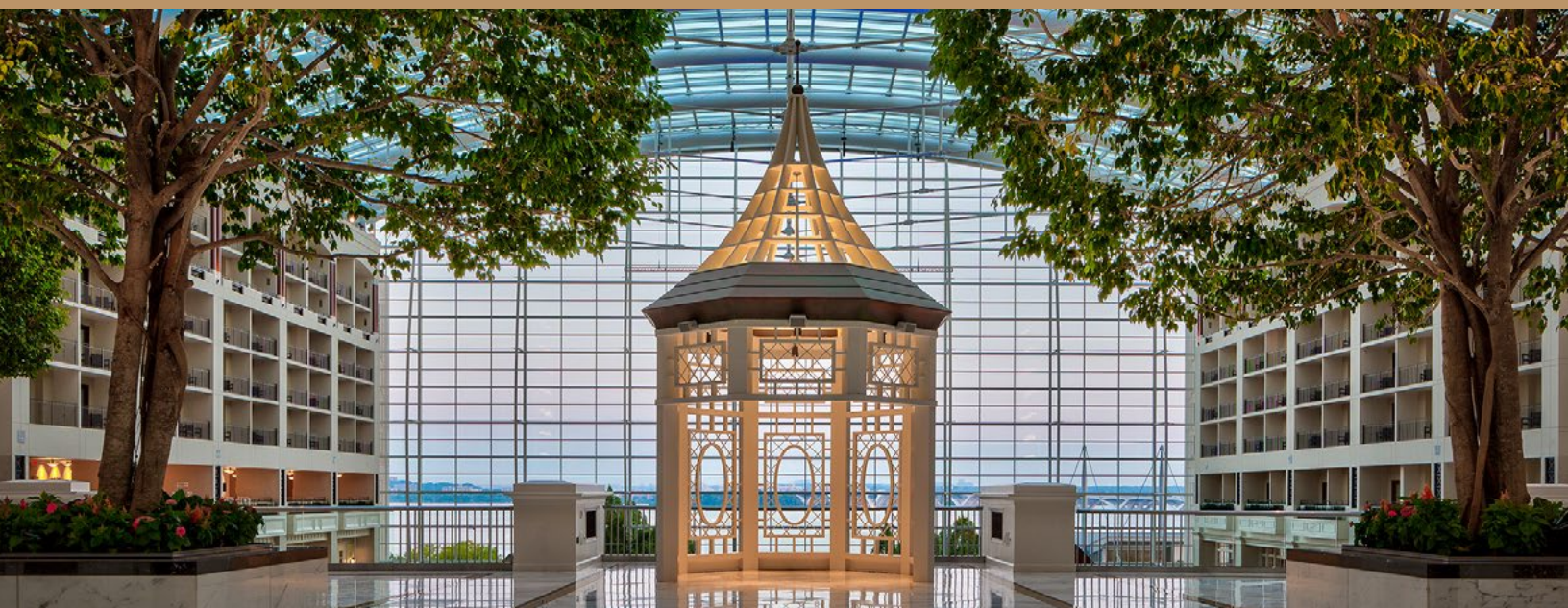
**Electrostatic Sprayers** are being tested to apply hospital-grade disinfectant to high-touch surfaces including hotel lobbies, public spaces, guest rooms, meeting and convention areas, and heart-of-house. Using the highest classification of disinfectants recommended by the CDC and WHO to treat known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





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

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



Gaylord National Resort & Convention Center



## ■ Other COVID-19 Protocols

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

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

**Guest Room Recovery Protocol.** In the event there is a guest with a confirmed case of COVID-19, that guest room is removed from service and undergoes a specific cleaning protocol by a licensed third-party expert. The guest room is not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar protocols are used to address offices and other back of house areas.

## ■ Specific Actions and Initiatives

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



Gaylord Opryland Resort & Convention Center

## Public Spaces and Leisure Amenities

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

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Electrostatic sprayers are being tested to sanitize areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, fitness centers, and back-of-the house. Additionally, hand sanitizer stations are prominently placed throughout the resorts.



Gaylord Texan Resort & Convention Center

## Front Desk/Arrival/Bell Services/Departure

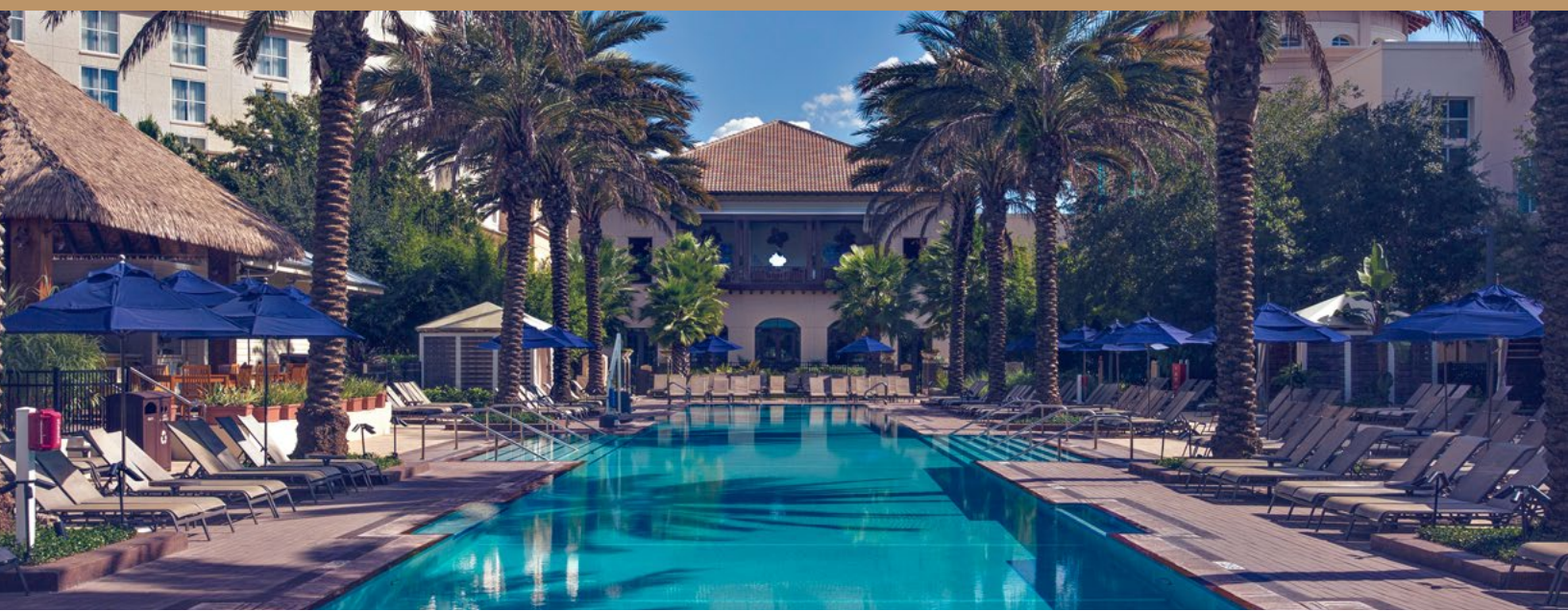
- A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed.
- Partitions have been installed at all front desks, concierge, and bell stands.
- Every other front desk station is available in order to maintain distancing.
- Stanchions and floor decals provide six-foot social distancing intervals and delineators to properly space guests for line management.
- Guests are encouraged to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. Digital Key Packets/resort information is sent to guests' phones. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



- Public space attendants are dedicated to regular cycles of guest touch point sanitization.
- Electrostatic disinfecting sprayers are being tested to sanitize areas in the public areas.
- Paper receipts and shared items (for example, pens), have been eliminated.
- Key cards are sanitized after each use.
- Signage is posted to explain elevator capacity to adhere to social distancing procedures.
- Bell services is on a request only basis. Attendants wear appropriate Personal Protective Equipment (PPE) and the bell carts are sanitized after each use. When delivering luggage to the guest's room, it is delivered after the guest is in the room in order to ensure social distancing.

### **Relâche Spa**

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



Gaylord Palms Resort & Convention Center

## Pool/Waterpark Areas

- Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization.
- Lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Partitions have been installed at towel desk/kiosks.
- Cloth chair cushions have been removed.
- Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use.
- Signage is being used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols.
- Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.



## Fitness Center

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

## Transportation

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



Gaylord Opryland Resort & Convention Center

## ■ Guest Rooms

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

- Each room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.
- Electrostatic sprayers are being tested to sanitize each room.
- Non-essential amenities, such as non-disposable glass wear, have been removed from the room.





- There will be an increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- All surfaces are thoroughly cleaned with hospital-grade disinfectants.
- “Upon request only” housekeeping service
- STARS are not permitted into the guest’s room while a guest is present unless for emergency reasons. Masks and gloves are made available to all STARS.

## ■ Meetings, Conventions & Events

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

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Gaylord National Resort & Convention Center

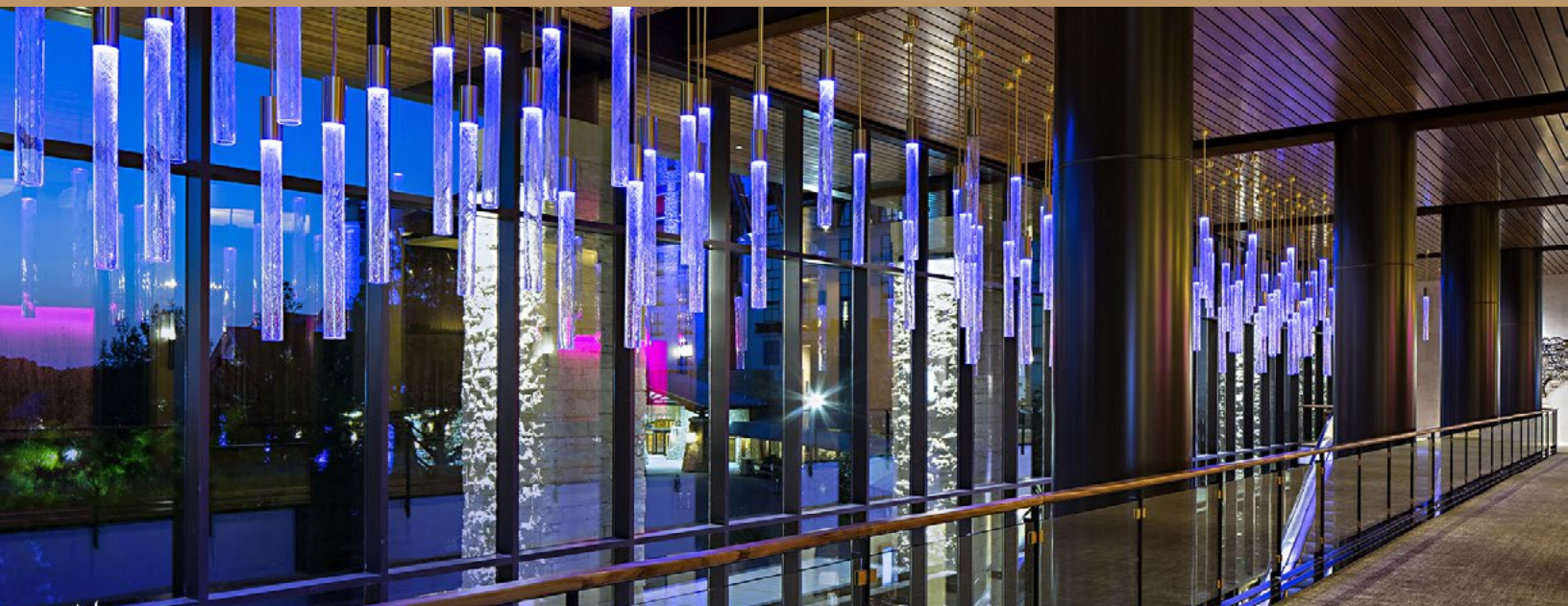
*Highlights include, but are not limited to, the following:*

### **Banquet Protocol**

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- All shared equipment and meeting amenities are sanitized before and after each use or are single use if not able to be sanitized.
- All linen, including underlays, are replaced after each use.
- Buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils.



- Prepackaged food on coffee breaks and individually packaged beverages (*no pitchers or carafes*) are served.
- Partitions for food service lines have been installed.
- Disposable cups and glasses are used for all breaks.
- Flatware is provided as a roll-up.
- Butler passed food and beverage is suspended.
- Preset food and drinks is restricted.



Gaylord Texan Resort & Convention Center

## Meeting Space Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented (*when available*).
- Use of electrostatic disinfecting sprayers are being tested to sanitize areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- Convention public space attendants are dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room doors, light switches and other equipment are sanitized after each group's use.
- Electrostatic disinfecting sprayers are being tested for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions.
- Meeting sets on tables have been removed.
- Water carafes and water pitchers are not placed on meeting tables or water stations.
- Signage is posted outside of meeting and event rooms to remind guests of appropriate physical distancing guidelines.
- Hand sanitizer stations are placed throughout the meeting spaces, convention center, breakout spaces and corridors.
- FAQs are made available on-line to give attendees information about health & safety protocols.
- Groups can choose to test attendees for COVID-19 and manage the process holistically.

## ■ Restaurants & Bars

*In response to the current environment, Gaylord Hotels follows enhanced sanitation guidelines and utilizes food safe training for all hosts, servers, food runners, and chefs.*

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

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

- Seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates.
- Hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
- Partitions have been installed at all host stands.
- Electrostatic sprayers are being tested to sanitize all restaurants and bars every night.
- High-touch points are sanitized throughout the day.
- Bars, tables and chairs are sanitized between each seating.



- Restaurant attendants are dedicated to regular cycles of guest touch point sanitization.
- Digital menu options are available via mobile device to limit printed menus.
- Outlets will offer take out menus, grab-and-go offerings, or counter service where appropriate.
- Check presenters, votives, pens, and all other reusable guest contact items are sanitized after each use.
- Hand sanitizer stations are placed at the entrance to each outlet.
- All food and beverage STARS are fully trained and compliant in food safety training and protocols.



Gaylord Rockies Resort & Convention Center



## ■ STAR Initiatives

*Our STARS' health, safety, and knowledge are essential for an effective cleaning program. Here are ways we are supporting them.*

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*Here are ways we are supporting them:*

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

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

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

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



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

## ■ For Further Information

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

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

**Gaylord National**

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**Gaylord Rockies**

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