

# Mirbeau

## HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.



## Mirbeau Inn & Spa HEALTH & SANITATION GUIDELINES

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### **Statement from Michael DalPos, Chief Executive Officer, Mirbeau Hospitality Services**

At Mirbeau we care deeply about our family of employees, guests, and our communities. When we decided to close our doors, we did it with a heavy heart, but we knew it was in the best interest of our Family. We also understood that asking 700+ employees to stay home during the pandemic without any income would present them with a terrible challenge. When we closed, we chose to take on the financial burden of making sure that our payroll (including an amount to account for tips) continued for all our full and part time employees. We knew this would be very difficult, but we felt deeply that as a Family, it was our responsibility to handle it. Many in our industry did not believe they could do the same.

So far, we have made it, and our Family is still together. Now we can plan for our reopening. We have assembled an internal Task Force composed of family members from each of our properties. The purpose of the plan is to establish what we will do to take care of our Family when we open and operate our properties so that our guests, employees, and our community stay as safe as possible. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We look forward to seeing everyone back on property soon, and we will do everything in our power to continue our commitment to make sure you, our customers and our communities are protected and safe.

## 1. Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

**Temperature & Wellness Check Points.** Points of entry will be limited to allow our team to conduct non-invasive temperature and wellness checks utilizing no touch thermometers. Employees, guests, members or vendors confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear mask.

**Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and wash masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel front desk (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the property, we will work with the state government agencies to follow the appropriate recommended actions.

## 2. Employee's Responsibilities

Mirbeau Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Mirbeau employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving public areas, going on break and before or after starting a shift.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Spa and Fitness.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants in direct contact with guests.

**Timekeeping.** Employees will be asked to clock in and out from our payroll provider app on their mobile devices eliminating the need for them to use a shared punch timeclock.

## 3. The Guest Journey

### Guest Arrival

All guests will enter through designated checkpoints. A Mirbeau Screener will greet each visitor to the property. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by Mirbeau). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

## 4. Cleaning Products and Protocols

Our hotels use 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 and spa check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, gym equipment, dining surfaces and seating areas, Spa surfaces and seating areas, spa locker rooms with public showers, steam rooms and saunas.

**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 will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines to kill all virus and bacteria. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, employee restrooms, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, 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 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 and approval by the state health department.

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

## 5. Physical Distancing

Throughout the property we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator, lobbies, retail shop, locker rooms, resting areas, and all dining areas.

**Hotel Front Desk, Reservations Call Center.** Agents will utilize every other workstation to ensure separation between employees whenever possible.

**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.

**Meeting Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state

recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Spa & Fitness Areas.** Spa will have reduced capacities and limit amount of time each guest can spend in the facility. Lockers will be assigned to allow for a minimum of six feet between guests. Spa will also initiate contactless methods of scheduling and payment and remove any non-essential item throughout the facility to reduce guest touch points. Fitness areas will have physical distancing guidelines with occupancy limits in gym and classes.

**Retail Spaces.** Guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces. Testers will be removed from all display cases.

**Aqua Terrace.** Aqua Terrace seating will be configured to allow for at least six feet of separation between groups of guests. Signs with strict occupancy guidelines for hot tub will be placed for guests to read.

**Back of the House.** Physical distancing protocols will be used in the employee break rooms, conference rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

## DEPARTMENT SPECIFIC POLICIES

*Additional department and protocols are under review and will be added/modified as developed*

### HOTEL OPERATIONS

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#### 6. Public Areas

##### Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once per hour
  - Guest and garage elevators
  - Hotel lobbies
  - Staircase handrails
  - Employee break room dining tables and counters
  - Public and employee bathrooms

#### 7. Front Office

##### Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Registration Desks, and Workstations to be deep cleaned and sanitized upon a shift change

##### Physical Distancing Protocol

- a) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed and handed resort information on what practices have been put in place

##### Guest Considerations

- a) Mirbeau interior entry doors to be propped open to minimize guest contact
- b) No self-serve food or beverage amenities
- c) Guests will receive ability to unlock rooms with their phone when available, eliminating the need for a room key
- d) No valet service will be available
- e) Guests will receive a final bill via email the night prior to departure with charges made to the payment provided at time of reservation

#### 8. Housekeeping

##### Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be bagged up including pillow protectors and mattress protectors to be brought to laundry
- c) Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables and chairs
  - Phones and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors and frames

- Lights and lighting controls
- Closets, hangers and other amenities

#### Physical Distancing Protocol

- Housekeepers will only be allowed to clean a guest room when the guest has vacated the room
- No more than two housekeepers will be allowed to work together at a time

#### Guest Considerations

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral
- Disposable collateral to be disposed and changed after each guest
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- Minibars items and all loose product removed, and service suspended until further notice
  - Items will be available upon request from IRD
- All guest amenities to be packaged before being placed in room
- Removal of Spa Basket
  - Items will be available upon request from Front Desk or Spa Reception
- For extended stays more than one night, guests will be required to request their room to be made up and extra towels will be provided prior to their arrival

## SPA, RETAIL & FITNESS CENTER

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### 9. Communal Areas

Pending guidance from local authorities and medical experts.

#### Cleaning & Sanitizing Protocol

- Clean and disinfect high touch areas including, door handles, light switches, phones, counters, furniture, screens, keyboards, radios, lockers, countertop amenities, sinks, faucet and handles, shower knobs, toilet paper dispensers, toilet handles, toilet seats, vanities, benches, etc.
- Rotate use of locker room showers to properly have time to disinfect and clean between guests

#### Physical Distancing Protocol

- Signage displayed at each room entrance with Physical Distancing guidelines
- Floors to reception desk marked for queuing of guests
- Lockers to be assigned to keep with social distancing guidelines
- Resting area furniture to be arranged and limited to keep with social distancing guidelines
- Limited capacity, allotted time per guest, and schedule adjustments will be made to limit the number of guests in the spa at one time.
- Minimize contact with guests while cleaning locker rooms and resting area

#### Guest Considerations

- Removal of food & beverage amenities in resting area and locker room
- Removal of guest amenities, available upon request
- Option will be available for guests to forgo access to communal areas and go directly to their treatment room
- No cash policy, guests will provide credit card or gift card they would like to use over the phone with call center to eliminate swiping credit cards
- Steam room will remain closed down
- Usage sauna will be limited to only 1 person at a time
- Individualized guest amenities provided in assigned lockers
- High traffic areas that require opening of doors will be propped open to prevent

- repeated touch
- p) Expedited check-out available to set up at the time of booking

## 10. Spa Treatment Room

### Cleaning & Sanitizing Protocol

- a) Schedules adjusted to allow additional time between services to deep clean room
- b) Clean and disinfect high touch areas including door handles, light switches, counter tops, jewelry dish, treatment tables and face cradles, hot towel cabinets, trolleys and side tables
- c) All tools, implements and equipment are cleaned and disinfected in accordance with governing standards
- d) Disinfect storage areas

### Physical Distancing Protocol

- a) Signage will be prominently posted at each employee communal area reminding employees of maximum occupancies and distancing guidelines
- b) Guests are asked to wash hands or use hand sanitizer in treatment room before their service begins

### Guest Considerations

- a) Guests are asked to wash hands or use hand sanitizer in treatment room before their service begins
- b) Guests and therapists will be required to wear a mask

## 11. Fitness Center & Motion (Yoga) Studio

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including virtual wellness classes and outdoor wellness programming.

### Cleaning & Sanitizing Protocol

- a) Clean and disinfect all fitness equipment prior to and after each use
- b) Motion Studio equipment including blankets, straps and bolster covers will be washed after each use
- c) The Motion Studio will be cleaned thoroughly after each class including equipment, door handles, thermostat, floor, ballet bar

### Physical Distancing Protocol

- c) Limited capacity allowed in gym at one time with signage posted outside
- d) Limited cardio equipment in use to avoid people exercising too close to each other
- e) Limited number of guests/members allowed in fitness class with reservations required
- f) Fitness instructor will have required equipment laid out prior to class beginning

### Guest Considerations

- c) Added outdoor wellness programs available for guests to do on their own
- d) Beverage stations will be temporarily removed
- e) Virtual wellness classes and personal training sessions available

## 12. Retail (Boutique)

### Cleaning & Sanitizing Protocol

- a) Clean and disinfect shelves and items in hard surface containers
- b) Sanitize handles, knobs, cage locks, storage cabinet surfaces at least once per hour

### Physical Distancing Protocol

- g) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

### Guest Considerations

- f) Remove testers or shared shopping baskets
- g) Provide individual sealed samples of products
- h) Curbside pickup available for guests visiting solely for retail needs

## 13. Aqua Terrace Operations

### Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Guest contact surfaces to be sanitized after each use

### Physical Distancing Protocol

- a) Chaise lounge chairs and area furniture set with appropriate physical distancing guidelines
- b) Post signage of maximum occupancy of hot tub

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## FOOD & BEVERAGE

## 14. Restaurants, Bars & Lounges

### Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands before and after each use
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and online menu viewing will be made available
- h) Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- i) Beverage service trays to be assigned to a single server and sanitized between users

### Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Tables and booths to be utilized with appropriate physical distancing between each family or party (six feet or as otherwise advised by local authorities)
- c) Utilize event spaces and outdoor areas to allow for additional private seating
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Manage the flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced

### Guest Considerations

- a) All straws to be wrapped
- b) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- c) Special Takeaway menu available with family style options with curbside pick up available

## 15. In Room Dining (IRD)

### Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift

### Physical Distancing Protocol

- a) Overnight guests will be given the option have their guest room set up with a dining experience to serve as a private dining room during their stay
- b) Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- c) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

### Guest Considerations

- a) Printed IRD menus to be removed from rooms and virtual menus available online
- b) Minibars items and all loose product removed, and service suspended until further notice
  - Items will be available upon request from IRD

## 16. Catering & Banquets

### Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

### Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

### Guest Considerations

- a) Flatware to be provided as a roll-up
- b) Condiments to be served in individual PCs or sanitized individual containers
- c) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations

## 17. Kitchen and Bakeries

### Cleaning & Sanitizing Protocol

- a) Storage containers to be sanitized before and after each use
- b) All delivered food items to be cleaned and washed before storing
- c) Food preparation stations to be sanitized at least once per hour
- d) Kitchens to be deep cleaned and sanitized at least once per day
- e) Clean and sanitize all glasses and plates three times a day

### Physical Distancing Protocol

- a) Deliveries will be accepted and unpacked outside of facility
- d) Increase number of food prep areas to maintain social distancing between cooks
- b) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

### Employee Requirements

- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations





