



SILVERADO RESORT  
GOLF | SPA | TENNIS  
NAPA, CA

Dear Valued Guest,

While the future of travel will look different, providing you a safe, comfortable and secure stay is our primary objective here at Silverado Resort and Spa.

We will continue to build upon our cleanliness standards as we couple it with our personalized hospitality and genuine service. Silverado's commitment to cleanliness and hospitality has never been stronger. Whether this is your first stay or you have visited us before, we look forward to welcoming you to Silverado Resort and Spa.

### **Our commitment to Cleanliness**

Silverado Resort and Spa's cleanliness standards and protocols have been raised to even higher standards. We have trusted partnerships with in-house and outside experts in hygiene and cleaning technologies to develop our [NapaPURE™](#) program. We have an ongoing partnership with companies whose core business is to provide us with the very best cleaning and sanitizing products available. These are under the guidance of the Center for Disease Control and the California Hotel & Lodging Association. We are committed to everyone's collective health and well-being.



As we welcome you to Silverado Resort and Spa, here are some cleanliness enhancements you may notice:

**Guest Reception:** Reduced contact through Front Desk barrier screens and touchless transactions. Additionally, we now offer three check-in experiences including [Contactless check-in](#), [Drive-Up Check-in](#) and [Front Desk check-in](#).

**Public Spaces and Facilities:** Increased cleaning frequency of high touch surfaces including 'last cleaned' charts, additional deep cleanings, availability of automatic hand sanitizer dispensers and other best practices throughout the resort.

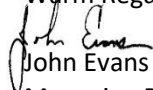
**Guest Room:** Room Entrance seal of inspection that indicates the room has been deep cleaned with recommended cleaning products AND has been inspected by one of our resort cleanliness inspectors to meet our [NapaPURE™](#) standards, individual disinfecting wipes and hand sanitizer amenities in your room, reduced in-room high touch items and increased cleaning of high touch surfaces, and a highly recognized barrier treatment.

**Food & Beverage:** Reductions in density by 50% to allow for greater social distancing, increased deep cleaning of areas and high-touch surfaces, and elevated standards to follow OSHA guidance.

Silverado Resort and Spa is committed to elevating our cleanliness standards that meet the need of the discerning traveler in today's ever changing environment.

My team and I hope this gives you some reassurance in your future travels plans. We are ready to welcome you to Silverado Resort and Spa.

Warm Regards,

  
John Evans

Managing Director/General Manager



### ***SILVERADO RESORTS COMMITMENT TO CLEANLINESS AND HYGIENE NAPAPURE™***

Silverado Resort and Spa always take great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency with which our public areas, guest rooms, and facilities are deep-cleaned and disinfected, using hospital-grade disinfectants. The resort also offers hand sanitizer throughout the property for guest and employee usage.

An entire resort program to manage and protect the guest's stay experience has been created to ensure the safety and wellness of every visitor, associate and member here at Silverado Resort and Spa.

**NapaPURE™:** **P-** Purification of air with enhanced air filters; **U-** Uniform disinfection standards to meet strict CDC and California Hotel & Lodging Association (CHLA) guidelines; **R-** Room re-rental wait times of 24 hours or more ensuring deep cleaning and sanitization standards are met for our guest; **E-** Entrance ready inspection by a housekeeping leader with a verified seal for your protection.

### **HOW DO WE ENSURE THAT YOU HAVE A GREAT SAFE STAY EXPERIENCE?**

#### **STAFF TRAINING AND HYGIENE:**

**Hand Sanitation:** Employees are reminded daily by managers of proper and frequent handwashing techniques – emphasizing its importance in combating the spread of viruses.

**Employee Training:** All resort employees have completed enhanced COVID-19 prevention and preparedness training.

#### **CLEANING PROTOCOLS:**

**Guest Rooms:** After a guest departs and before the next guest arrives, the housekeeping team thoroughly cleans and disinfects guest rooms with a heightened focus on frequently hi-touched surfaces.

**Public Areas:** We have increased the frequency of cleaning and disinfecting in public spaces and meeting areas with a focus on high-trafficked areas.

#### **FOR EMPLOYEES**

**Non-Attendance Policy:** Our staff members have a strict prevention program in place that includes not reporting to work when demonstrating any cold or flu-like symptoms, and call-offs related to illness are reported to our Human Resources team for monitoring. Employees who exhibit flu-like symptoms or live with someone who exhibits such symptoms are required to stay away from work for 14 days from the last day the person exhibits such symptoms.

#### **GUEST RECOMMENDATIONS**

The resort encourages everyone to follow guidance offered by the CDC as it pertains to prevention and treatment and review the latest updates on Coronavirus Disease for safe travel.

**Prevention:** We encourage you to follow CDC recommendations and the same personal best practices that are standard for typical flu season – frequent washing of hands; avoiding contact with eyes, nose, and mouth; and limiting exposure to other sick people

**Experiencing Symptoms:** To safeguard the health of our guests and other visitors, we ask that you postpone your visit if you are ill with flu-like symptoms, or if you have recently traveled to a region that is experiencing widespread transmission of COVID-19. We also request that you assist us in our efforts by immediately reporting to the resort staff any flu-like symptoms you may experience during your stay. We will be happy to assist in locating appropriate medical treatment in the area.



### **PRIORTIZING SAFETY AND CLEANLINESS FOR MEETINGS & EVENTS**

With the meeting design in mind, room layouts may look different. Incorporating physical distancing and traffic flow will reduce risk and promote health within the meeting environment. Tables and chairs may be spaced to meet best practices and floor decals, and other forms of signage may inform attendees on the best way to move through the space to limit contact.

As the event space changes, it will be more important than ever to create a space that continues to promote collaboration and engagement while focusing heavily on hygiene.

#### **Banquet Sanitizing and Cleaning**

- Frequent sanitizing of common and high-traffic areas.
- Nightly Deep Clean- Including tables, chairs, walls, glass windows & doors.
- Bathrooms deep cleaned every night, plus every two hours throughout the day.
- Door handles and rails cleaned every two hours throughout the day.
- Hand sanitizer stations will be set at all venue entrances.
- Portable handwashing stations will be set at all outdoor venues.
- Deep clean of all venue carpets twice per month.
- Vacuuming of carpets pre/post every event.
- Power washing of outdoor venues twice per month.

#### **Banquet Setup**

- Seating capacity determined by social distancing guidelines as mandated by the county of Napa.
- Aisle widths will be set at a minimum of 6 feet.
- Linens set-up as requested and replaced after every event.
- Chairs will be wiped down and disinfected after every use.
- Social Tables diagraming solutions with 3D rendering options to assist in visualization.
- Floor markers to be set throughout to encourage social distancing.
- All silverware must be rolled in napkins and set on tables for all meal periods.
- Disposable alternatives will be available when requested.

#### **Banquet Food & Beverage Service**

- Buffet options temporarily suspended until further notice.
- Table side coffee and beverage service provided for all meals. Beverage replenishments will require a new glass each time and no preset options at this time.
- Beverage stations will be attended by a server for a safe and enhanced experience.
- Plated meal service options available for every event.
- French style service for bread & butter.
- Condiments available by request and served in individual packages.
- Stationed appetizers will be attended by a server for a safe and enhanced experience.
  - All food will be enclosed by vessel or a cover to eliminate exposure, such as stationed hors d'oeuvres, stationed appetizers, dessert displays, etc.
- Station Attendants/Chefs must wear gloves and a mask for stationed meals only.
- All high touch areas with food presentation will be minimized with attendant service.
- Temporary suspension of food demos or cooking classes.



### **Banquet Bar Service**

- Banquet Bar employees to wear gloves and a facemask.
- Resort will evaluate the need to add additional bars per function to ease crowding.
- Social distancing floor markers will be in place at each bar – at least 6 feet apart.
- Bar top to be sanitized after each guest.
- Protective shield must be in place at every bar.

### **Signage**

- Social Distancing guidelines signage throughout meeting/event venue locations.
- Hand washing reminders throughout meeting/event venue locations.
- Face Mask recommendations throughout meeting/event venue locations.

### **Staffing Uniform Guidelines and Policies & Procedures**

- All banquet employees will be required to wear masks and gloves during serving, cleaning and cooking.
- Portable handwashing stations placed throughout for outdoor venues.
- Social distancing rules to follow county recommendations for staffing and guests.

### **Special Events – Weddings/Parties**

- Detailed guidelines will need to be developed for all special events as follows:
  - Families to be seated per table
  - F&B guidelines to be followed
  - Set-up guidelines to be followed
  - AV – Live streaming options
- Vendor instructions (bands, florist, cake, photography, etc.), dance floor requirements, cake cutting, ceremony, bar service, etc.
- Vendor instructions - detailed load in and out schedules.