

MEET WITH EASE



SILVERADO RESORT
GOLF | SPA | TENNIS
NAPA, CA

NapaPURE

Wellness and Safety Initiatives



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Dear Guest,

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

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 we 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 it 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.

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: Digital menus provided for all outlets. 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 Resort & Spa | 1600 Atlas Peak Road, Napa | www.silveradoresort.com

REV 1.12.21

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 guidelines from the California Hotel & Lodging Association (CHLA); **R-** Room deep cleaning and sanitization standards are met for our guest; **E-** Entrance ready inspection by a housekeeping leader.

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 technique – 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 depart 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.

Meeting Rooms: We have increased the frequency of cleaning and disinfecting in meeting rooms and meeting areas with a focus on high-trafficked areas. Enhanced air purification to influence well-being and productivity.

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 10 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 2021 Information for 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

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.

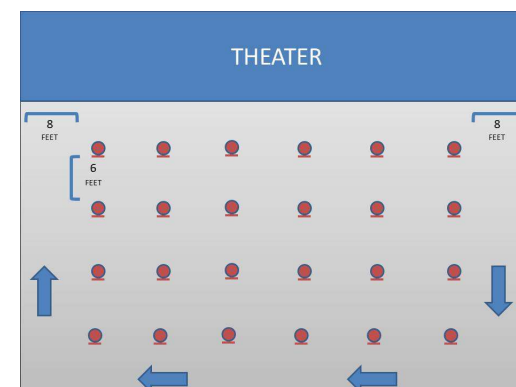
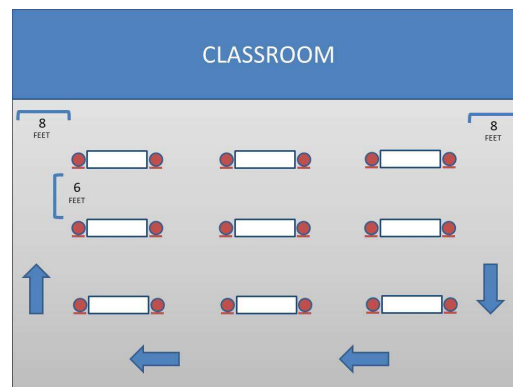
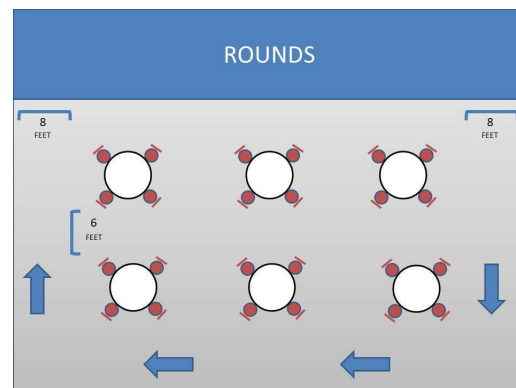
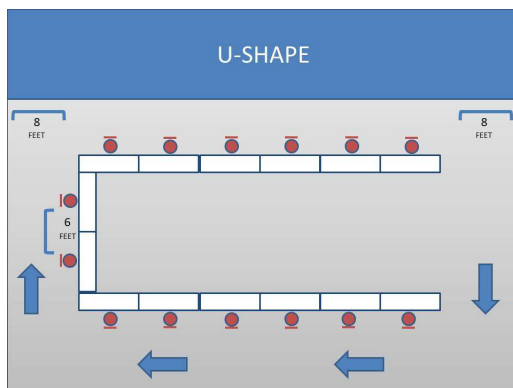
As the event space changes, it will be more important than ever to create a space that continues to promote collaboration and engagement and while focusing heavily on hygiene.

Banquet Sanitizing and Cleaning

- Sanitation of common and high-traffic areas.
- Nightly Deep Clean- Including sanitize tables, chairs, walls, glass windows, & doors.
- We will sanitize every table and chair prior to and at the end of every event.
- Bathrooms deep cleaned every night plus every two hours throughout the day.
- Door handled and rails cleaned every two hours throughout the day.
- Hand sanitizer stations will be set at all venue entrances.
- Deep clean venue carpets twice per month.
- Vacuuming of carpets pre/post every event.

Banquet Setup

- Seating capacity determined by social distancing guidelines as mandated by the county of Napa.
 - **Classroom Set Up** – One person per six foot table or two people, if seating is at opposite sides of the table. Six feet between the front and back of each chair.
 - **Theater Set Up** – One chair per six feet of seating. Face the same direction
 - **Rounds** – Six Foot Rounds and Four chairs per round, six foot aisles between chairs.
 - **U-Shaped** – One chair per six feet of seating



- Aisle widths will be set at a minimum of 6’.
- Linens set-up as requested and replaced after every event.
- Chairs will be wiped down and disinfected after every use.
- Social Tables diagraming options with 3D rendering options for clients to assist in visualization.
- Directional signage to attendees, adhering to physical distancing protocols.
- Disposable alternatives will be available when requested.
- Hand sanitizing stations will be set up in the meeting room.
- Notepads, Pens, Water Pitchers and Glasses individually set at meeting tables will be temporarily suspended.

Banquet Food & Beverage Service

- Buffet options temporarily suspended until further notice.
- Table side coffee or beverage service for all meal. 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 an enhanced and safe 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 an enhanced and safe 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.
- ALL items (plates, food, etc. except rolled silverware) must be behind protective shield.
- Station Attendants/Chefs must also be behind the protective shield wearing gloves and mask.
- All high touch areas will be minimized with attendant service.
- Temporary suspension of food demos or cooking classes.
- Temporary suspension of passed appetizers.

Bar Service

- Bartenders and bus boys/bar backs to wear gloves and facemask.
- Evaluate the need to add additional bars per function to ease crowding.
- Social distancing floor tape markers need to be in place at each bar – at least 6 feet.
- Bar top to be sanitized after each Guest- bartender.
- Protective shield must be in place at every bar.
- Recommend separating Beer/Wine from Liquor if group has more than 50 guests to expedite service.
- Temporary suspension of tray passed beverages.
- Cocktail service available during service so guests can remain in their seat.
- Credit Card/Room Charges only for non-hosted bars, no cash at this time.

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 & Policies and procedures for banquet workforce

- All banquet employees will be required to wear masks and gloves during serving, cleaning and cooking.
- Social distancing rules to follow county recommendations.

Arrival Considerations/Meeting Protocols

- Consider screening protocols (temperature checks and/or symptom screenings at the entrance)
- Have informational materials on COVID-19 and local contact information such as nearest hospital, COVID-19 testing facility if an attendee develops symptoms or they suspect they have been exposed to someone who has COVID-19.
- Partner with a company for onsite testing and day of testing results
- Provide extra masks in case an attendee forgets to bring or provide a kit at each seat that contains a mask, mask lanyard, hand sanitizer, antibacterial wipes and pen.
- Provide color coded wristbands for attendees to wear: Red = no contact/keeping my distance, Yellow = an elbow bump is okay/okay with talking and Green = okay with hugs or high fives
- Registration Desk/Kiosks or Tables are to be one person per six feet. Use Plexi-Glass dividers
- Place Meeting Materials such as binders, books, notepads or welcome bag at each individual seat.
- Generate a QR Code for Meeting Agendas, have the QR Code available throughout the meeting space.
- AV – Live streaming options
- For Speakers and Presenters on stage, space them six feet social distance.
- For Breakout Session, consider moving speakers/presenters instead of attendees (instruct attendees to allow speakers/presenters to leave the room prior to attendees leaving)
- Consider pre-assigning seats. Attendee seating remains constant throughout the meeting/session
- **For exhibits:**
 - Exhibit tables - One person per six feet.
 - Have Plexi-Glass Dividers.
 - Limit the number of people allowed to enter the exhibit areas.
 - Utilize floor signs or clings to designate one-way traffic.
 - If Exhibitors has giveaways consider handing the items in a takeaway bag so attendees are not touching the items directly on the table.
 - Allow for longer Exhibit times so all attendees have a chance to visit exhibitors.

Special Events – Weddings/Parties

- Detailed guidelines will need to be developed for all special events such as weddings
 - Families to be seated per table.
 - F&B guidelines to be followed.
 - Set-up guidelines to be followed.
 - AV – Live streaming options.
 - Temporary suspension of Coat Checks.
- Vendor/Contractor rules (bands, florist, cake, photography, etc.), dance floor requirements, cake cutting, ceremony, bar service, etc.
 - Detailed loan in and load out schedule. Stagger Delivery/Pick Up Times between vendor/contractors.
 - Must check in with Service Manager prior to unloading equipment.
 - Follow all mandated CDC, federal, state and local guidelines and/or restrictions for services including daily health screening requirements.
 - Follow hotel/venue guidelines.
 - Vendors coming into direct contact with guests are required to wear PPE while on property.
 - All equipment is to be sanitized before entering hotel/venue.
 - Where feasible, consider not having high-touch equipment be shared. If shared, high-touch equipment such as microphones, clickers/slide advancers, laptop computers and podiums will be disinfected after each speaker and session and on daily basis.
- All rented furniture or equipment will be properly sanitized after installation and prior to guest use.