



*Barnsley*  
RESORT

## Health & Sanitation Program Updated Fall 2020



October 1, 2020

Dear Guests, Members, Colleagues and Partners,

At Barnsley Resort, we are committed to a mindful and purposeful Health & Sanitation program to provide a clean and calm environment for our resort guests, members, colleagues and other visitors. Throughout the resort, our team is working diligently to follow our enhanced commitment to Health & Sanitation.

To keep this plan as up-to-date as possible, we continuously monitor policy updates from the local health authorities, the CDC, State of Georgia, U.S. government and organizations such as the American Hotel & Lodging Association, Georgia Hotel & Lodging Association, U.S Travel Association, the National Restaurant Association and other public health advancements. Some policies as stated in this plan may change based upon the most current requirements or restrictions in place from the relevant governing jurisdiction. We are modifying the plan on an ongoing basis to provide the most current information available about our Health & Sanitation Program at the resort.

We know that finding a tranquil resort getaway this year is an important part of recovering a sense of normalcy during these extraordinary times. We hope that the procedures outlined in this plan will provide you with peace of mind and confidence as you consider your future travels to Barnsley Resort.

We look forward to welcoming you again as soon as you are comfortable.

Sincerely,

David M. Friederich  
President

## I. Colleague Health

Providing a safe and clean resort environment for all who engage with Barnsley Resort is one of our highest priorities. All resort colleagues follow these procedures:

1. **Commitment to Health & Safety:** Barnsley Resort Colleagues are encouraged to sign a personal commitment to health and safety, reviewing renewed sanitation protocols, the importance of staying home when showing any symptoms of illness, avoiding contact with those who may be sick and isolating if encountering an individual who has been tested positive for Covid-19.
2. **Hand Washing:** All colleagues are instructed regarding safe hand-washing practices with warm water and soap to prevent the spread of contagions. Food service workers are to change gloves and wash hands every 20 minutes; other colleagues are to wash hands at least once per hour. Employees are also instructed to wash their hands for at least 20 seconds during any additional activities including, but not limited to, any visit to the bathroom, cleaning, breaks, meals, before and after shift. If soap, warm water and a sink are not available, use of hand-sanitizer is acceptable with 60% alcohol content.
3. **Clocking In and Out:** Additional sanitizer stations containing 60% alcohol content have been acquired for each time clock. Where possible, employee shift times are staggered to allow for social distancing and to reduce congregation at time clocks pre- and post-shift.
4. **Temperature Checks:** Resort colleagues are required to have their temperature screened with the use of infrared thermometers at the start of each shift. Employees who exhibit a fever are sent home immediately.
5. **Personal Protective Equipment (PPE):** Appropriate PPE is required for all colleagues depending upon their role and responsibilities in adherence to state, local or other governing guidelines. This includes use of disposable gloves, face masks and protective eyewear which guests may expect to see on colleagues in guest facing areas including but not limited to the front desk, housekeeping, restaurants/culinary, activity providers and other public area attendants. Training regarding proper use, cleaning and disposal of PPE is provided.
6. **Social Distancing:** Resort colleagues are mindful of social distancing guidelines (maintaining six feet of distance from other individuals) when performing job duties whether interacting with guests or fellow employees. Protective barriers may be provided in some work areas to provide physical separation.
7. **Work Stations & Areas:** Frequent cleaning is mandated for any shared work stations that may be used by multiple individuals during different shifts (i.e. host stand at restaurant). Additional cleaning responsibilities are noted later in this plan.
8. **Daily Audits:** Safety Committee Members audit each work area daily for appropriate PPE supplies, sanitizer stations and safety practices to ensure staff are following cleanliness protocols.

9. **Presumptive Illness for Covid-19 (or Other Infectious Disease):** Resort colleagues who exhibit symptoms of Covid-19 or have come into direct contact with individuals with confirmed or possible Covid-19 cases (whether in or outside of the workplace) are expected to undergo appropriate testing as recommended by medical professionals and, at a minimum, self-isolate for the required period of time as recommended by the CDC.
10. **Confirmed Cases of Covid-19:** Confirmed cases of Covid-19 will be reported to the local health authorities in accordance with the actions recommended by the CDC. Appropriate steps are followed to block affected areas and conduct a deep cleaning and sanitation by a third party.

## II. Guest Health

We are committed to providing a clean and healthy resort experience for our guests. Throughout their visit, resort guests, members and other visitors may notice the following:

1. **Face Coverings:** Face coverings are required for guests in all indoor public areas of the resort following the Stay Safe Guest Checklist published by the American Hotel & Lodging Association. This includes locations such as guest reception and corridors in the Inn, Outpost and Golf Shop, reception and public spaces at Woodlands Grill and Spa. While not required, face coverings are recommended in outdoor areas where it may be difficult to maintain social distancing.
2. **Sanitizer Stations:** Hand sanitizer is provided throughout the resort's public areas for the convenience of guest use.
3. **Social Distancing:** Guests are requested to maintain social distance from other guests and colleagues. Signs or other markers are noted in key gathering areas to offer reminders and appropriate spacing where queues may form such as the Front Desk/Registration areas.
4. **Thermometers:** At any time, guests may request a temperature screening from colleagues at the Front Desk for any concerns regarding personal health with the use of an infrared thermometer. A thermometer may be "checked out" by a group contact to assist with intake of group attendees or wedding guests, if desired. Temperature screening is implemented at designated locations including the pool and spa.
5. **Presumptive Illness for Covid-19 (or Other Infectious Disease):** Resort guests who exhibit symptoms of Covid-19 or have come into contact with individuals with confirmed or possible Covid-19 cases (whether at the resort or during their stay) are expected to undergo appropriate testing as recommended by medical professionals and, at a minimum, self-isolate for the required period of time as recommended by the CDC.
6. **Confirmed Cases of Covid-19:** Confirmed cases of Covid-19 are reported to the local health authorities. Appropriate notification to other guests and colleagues following health department and CDC guidelines, including deep cleaning by a third party of affected common areas and guest rooms.

7. **A Shared Responsibility:** As noted by the U.S. Travel Association, responding effectively to Covid-19 is a shared responsibility. We encourage travelers to adopt new travel practices and follow science-based guidelines to help protect the health of their family and those around them, including fellow travelers and industry employees. By working together, we can create a shared safe space to enjoy the Barnsley Resort experience while following government and industry guidance for the health and safety of fellow guests and resort colleagues.

### **III. Resort-Wide Cleaning Products & Protocols**

At Barnsley Resort, we use cleaning products and protocols which meet EPA guidelines and are approved for effective use against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors and partners to ensure a plentiful, uninterrupted supply of necessary cleaning products as well as PPE.

1. **Electrostatic Cleaning:** All resort areas have been deep cleaned and sanitized by a professional third party utilizing electrostatic cleaning machines prior to reopening. Electrostatic sprayers use hospital-grade disinfectant to rapidly disinfect spaces. Additional machines have been acquired by the resort to maintain public areas including the Inn lobby, indoor public areas and meeting spaces after each time they are in use.
2. **Public Spaces & Gathering Areas:** The frequency of cleaning and sanitizing has increased in all public spaces with an emphasis on frequent contact surfaces such as door handles, elevator keypad, check in counters, handrails and more. Each area is cleaned every other hour at a minimum. Doors may be propped open where appropriate to minimize contact.
3. **Laundry:** All laundry including bed linens, restaurant and banquet linens and other fabrics are washed at a high temperature and approved cleaning products according to CDC guidelines.
4. **Front & Back of House Signage:** Health and hygiene reminders are placed at high-traffic areas at the resort including the Front Desk/Registration in the Inn, meeting and event facilities, restaurants, the pool and high traffic back of house workspaces.

### **IV. Guest Services, Accommodations & Housekeeping**

1. **Guest Arrival & Departure**
  - Post one agent per station only at any given time at the Front Desk.
  - Social distancing space guidelines are clearly marked.
  - Provide low-contact arrival process.
  - Offer guest pre-payment of accommodations charges to card on file on arrival day.
  - Email all guest folios to room, eliminating the need to “check out” via front desk with instruction to leave keys in the guest room.

- All staff to wear masks and gloves in public areas and when working in spaces with other colleagues according to guidelines.
- Guestroom keys are disinfected between guests.

## 2. Guest Services & Bell Staff

- Introduce guest accommodations based upon guest preference or provide verbal orientation outside at a safe distance.
- Ask guest if they prefer to handle own bags or offer to do so with gloves.
- Ice requests fulfilled with pre-bagged and sealed deliveries.
- Firepit assistance upon request. Ambassador to wear face mask during fire starting process in the outdoor setting.
- S'mores presented in individual, sealed packages.
- All staff to wear masks and gloves in public areas and when working in spaces with other colleagues following guidelines.

## 3. Guest Rooms & Housekeeping Services

Guest rooms are deep cleaned with hospital grade commercial cleansers between each guest arrival and departure. Special attention is given to high-touch items and surfaces including doorknobs and handles, remote control, hair dryers, coffee makers, phones and more.

In addition, the following protocols are in place:

- Hand sanitizer is included in bath amenity setup (one per stay).
- **Housekeeping stayover service is limited to trash removal, refreshing linens and replenishment of in room amenities. Guests who do not wish to have stayover service should simply utilize the do not disturb sign or notify the front desk.**
- All staff to wear masks in public areas and when working in spaces with other colleagues as necessary.
- Removal of some decorative elements and other items such as throw pillows, bed scarves, glassware from all guest rooms.
- All magazines and newspapers are provided via PressReader app which guests may download to their own devices.
- Notepads and pens provided upon request only.
- Woodlands Grill To Go Menu presented in frame via QR code to be cleaned with each stay.
- Hire a professional third party service for deep cleaning and sanitation for any guest accommodation or space suspected to be exposed to Covid-19.

## V. Restaurants, Culinary & Banquets

Restaurants follow guidelines established by the State of Georgia and local health departments with specifications regarding the use of masks and gloves. In addition, some modifications to standard resort operations have been made to accommodate guests safely and efficiently. These include the following highlights as recommended by the National Restaurant Association and Georgia mandates regarding restaurants:

- Implement reservations only model for Woodlands Grill and Rice House for all meals
- Maintain social distancing in restaurants.
- Resort chefs and kitchen personnel have ServSafe certification which includes commercial hygiene and cleanliness standards.
- Servers, hosts and other front of house employees follow guidelines regarding use of face masks and gloves and follow all safety, sanitation and hand-washing guidelines including changing gloves and washing hands thoroughly every 20 minutes
- All tabletops and chairs are cleaned between guests for restaurant dining & banquet events.
- Implement no contact QR codes or single use menus.
- Common touch items are cleaned every other hour at a minimum.
- Text guests when tables are available.
- Designate socially distant waiting areas.
- ***Colleagues may not use cell phones during shifts.***
- Guest room or Member account charges highly encouraged.
- No eating or drinking from open containers allowed in back of house.
- Back of house areas cleaned and mopped each hour including sanitizing trash cans.

### 1. Woodlands Grill

- Reservations only model for all meals
- Modify menus to streamline options for expedited meal services.
- Disposable containers used for all "Woodlands To Go" deliveries.
- Tabletop games removed from Dugan's.
- Elimination of weekend breakfast buffet.
- No standing in Dugan's (bar). All guests are seated by restaurant host.
- Dining capacities are limited to the following at any given time:
  - Main Dining: 44 guests total
  - Dugan's: 30 guests total (first come, first serve)
  - Veranda: 20 guests total
  - Wine Library: 1 party for private dining
  - Front Porch: 8 guests total

## **2. Beer Garden**

All current restaurant guidelines are followed at the Beer Garden. Seating and menu options are expanded to provide relevant takeaway options for guests to enjoy in their accommodation or at another outdoor space.

- Expand Beer Garden seating to include the Back Lawn as needed.
- Tables are placed six feet apart.
- Maximum seating capacity expanded to 50 guests at the Beer Garden
- Social distancing to be practiced at the order/bar window.

## **3. Rice House**

The Rice House restaurant reopens on Friday, October 2 for dinner only on Friday and Saturday evenings.

- Reservations only model for all meals
- Dining capacities are limited to the following at any given time:
  - Main Dining: 30 guests total
  - Sun Porch: 28 guests total
  - Lily Room: 1 party for private dining
  - Rose Room: 1 party for private dining

## **4. Banquets & Catering Events**

Group and wedding contacts should consult with their event manager to review how current guidelines may affect their upcoming event. In addition, the following practices are in place:

- Revised meeting room capacities and setups to allow for appropriate social distancing.
- All food and beverage presentations follow current stateliness issued by the state of Georgia and recommendations of the National Restaurant Association.
- Clean meeting rooms at the end of each day with electrostatic machine.
- Modify standard meeting set ups; review with meeting or event contact regarding preference for use of notepads, pens, etc.

## **VI. Resort Pool, Fitness & Spa**

### **1. Resort Pool & Fitness**

The pool and pool deck have a revised maximum capacity of 66 guests at any time. Please note that the pool may be available to enjoy weather permitted on certain dates in the early fall on a case by case basis. Poolside food and beverage service has concluded for the summer season.



- Chair placement revised to allow spacing between guests with exceptions for guests from the same household.
- No outside coolers, alcohol or food and beverage is allowed on property. Violators are removed as this is in violation of food and beverage serving licenses.
- Current guidelines clearly posted and enforced. Violators may be removed from the pool area.
- Encourage guests to utilize the 1.8-mile, 20-station FIT Trail course and other hiking trails.

## **1. The Spa**

The Spa at Barnsley Resort offers services following the guidance of the American Massage Therapy Association and the International Spa Association (ISpa).

- All appointments by advance reservation. No walk-in appointments. Please call The Spa to inquire about same day availability.
- Removal of all magazines and common reading materials and blankets in lounge areas.
- Manage spa appointments to allow staggered times in waiting areas to allow distance between guests.
- Guests to complete health questionnaire and have temperature screenings upon arrival to The Spa.
- Use of disposable cups for water and tea service; snacks provided in single serving packages.
- Offer guests to change in treatment rooms if preferred.
- Follow guidelines regarding use of face masks, gloves and other protective equipment.
- Steam, sauna and shower facilities are closed.

## **2. Golf at the Fazio Course**

The Fazio Course is available for guests to connect with nature while following these protocols:

- Removal of all bunker rakes, ball washers and water coolers from the golf course.
- Placement of a styrofoam filler in the bottom of the hole so that the ball only drops one inch.
- Flagsticks are not to be removed or touched.
- Colleagues use hand sanitizer after touching any common surfaces such as cups, tee markers, and flag sticks during daily set-up.
- Sanitizer stations are available on the driving range and the 10th tee.
- Increase the distance of the spacing for golfers on the driving range.
- Restrooms on the golf course are cleaned and sanitized twice a day.
- Rental clubs are sanitized after each round.
- Range balls are sanitized each night.
- Golf carts may not leave the cart staging area or cart paths. No carts in parking lot or resort village.
- Golf carts are fully washed and sanitized after each use.
- Golf Shop cleaned throughout the day with hospital grade cleaning products.

- Remind golfers to remain six feet apart from their fellow players.
- No outside coolers, alcohol or food and beverage is allowed on property. Violators are removed as this is in violation of the resort's food and beverage licenses.
- Towels removed from carts.
- Coolers sanitized between each use.
- Individual golf instruction transitions to no contact with a minimum recommended personal space between instructor and student.

### **3. Outpost Experiences & Other Activities**

With miles of hiking trails and activities naturally suited to pursuits in nature, activities such as horseback riding, canoeing, sporting clays and UTV rides offer inherent space from other guests. In addition, the following protocols are in place:

- All equipment and rental items are disinfected between each use.
- High touch areas including countertops, bathrooms and public areas are cleaned with hospital grade chemicals.
- Gardens & Manor House Ruins available for day visitors Sunday through Thursday only.
- Individual instruction for sporting clays and fly fishing transition to no contact with a minimum recommended personal space between instructor and student.

*\*All items noted within this plan are subject to change based upon the current guidelines.*