



*Barnsley*  
RESORT

Health & Sanitation Program  
May 2020



May 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. During our temporary closure, our team is working diligently to prepare and implement our renewed health and sanitation program to prepare for our resort's reopening, currently planned for June 12, 2020.

To develop this program, we are closely monitoring 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 plan to keep this document updated 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 during these current events 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 at a minimum of every hour for 20 seconds. Employees are also instructed to wash their hands as described 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 will be 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 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 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 by a third party.

## II. Guest Health

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

1. **Sanitizer Stations:** Hand sanitizer is provided throughout the resort's public areas for the convenience of guest use.
2. **Social Distancing:** Guests are requested to maintain social distancing 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.
3. **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.
4. **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.
5. **Confirmed Cases of Covid-19:** Confirmed cases of Covid-19 are reported to the local health authorities. Appropriate notification to other guests and colleagues follow health department and CDC guidelines, including deep cleaning by a third party of affected common areas and guest rooms.
6. **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 are deep cleaned with the use of electrostatic cleaning machines prior to reopening. Electrostatic sprayers use hospital-grade disinfectant to rapidly disinfect spaces. After the resort is open, these machines will be used to maintain public areas including the Inn lobby, restaurants, 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 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 including curbside check-in.
  - 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.
  - Encourage guests to phone guest services and implement SMS/text option for simple requests.
  - 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.
- Transition s'mores to individual, sealed packages provided upon request.
- 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).
- Provide new linens, additional water, coffee, tea upon request only.
- Provide for trash removal upon request; guest may place on porch if preferred.
- Full stayover services are available upon request only.
- All staff to wear masks and gloves in public areas and when working in spaces with other colleagues as necessary.
- 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 to be cleaned with each stay.

## **V. Restaurants, Culinary & Banquets**

Restaurants reopen following 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.
- Tables spaced six feet apart in all restaurants.
- Reservations made for parties no larger than 6 guests.
- No more than 10 diners per 500 square feet.

- Utilize rolled silverware and no pre-set glassware.
- 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.
- All tabletops and chairs are cleaned between guests for restaurant dining & banquet events.
- Implement single use menus in all dining venues.
- 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**

- Adjust reservations to allow guests to book at designated “seating” times only to manage the number of guests allowed at a time.
- 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.
- Dining capacities are limited to:
  - Main Dining: 16 guests total
  - Dugan’s: 10 guests total
  - Veranda: 6 guests total
  - Wine Library: 1 party (6 guests max)
  - Front Porch: 2 parties (4 guests max per party)

### **2. Rice House**

Rice House hours to be announced based upon resort occupancies. All current restaurant guidelines are to be followed. Under the current guidelines, Rice House capacities are limited to:

- Main Dining Room & Sun Porch – 16 guests total
- Lily Room – 1 party (6 guests max)
- Rose Room – 1 party (6 guests max)

### **3. Beer Garden**

Beer Garden hours to be announced based upon resort occupancies. All current restaurant guidelines to be followed. Under the current guidelines and outdoor setting of the Beer Garden, dining tables and chairs may be expanded outside of the current footprint.

- Tables to be placed six feet apart.
- Social distancing to be practiced at the order/bar window.

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

Group and wedding contacts should consult with their event manager to review how the 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.
- Discontinue buffet style service. Plated or boxed meals to be provided.
- 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**

Under the current guidelines, the Resort Pool & adjacent Fitness Center do not have a confirmed reopening date. Until that time, we are planning to implement the following procedures:

- Chair placement revised to allow six-foot spacing between guests with exceptions for guests from the same household.
- Poolside dining provided in disposable containers.
- 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 is expected to reopen later this summer. At this time, we are planning to implement the following procedures:

- Removal of all magazines and common reading materials.
- Manage spa appointments to allow staggered times in waiting areas to allow distance between guests.
- Follow guidelines regarding use of face masks, gloves and other protective equipment.



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

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

- Remove all bunker rakes, ball washers, and water coolers from the golf course.
- Place 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 are fully washed and sanitized after each use.
- One person, per cart rule unless from the same household.
- Golf Shop cleaned throughout the day with hospital grade cleaning products.
- Golfers transfer their own clubs to and from carts.
- Remind golfers to remain six feet apart from their fellow players.
- Towels and coolers are removed from carts unless the players purchase beverages.
- 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.
- Individual instruction for sporting clays and fly fishing transition to no contact with a minimum recommended personal space between instructor and student.