



Barnsley
RESORT

Health & Sanitation Program Updated May 2021



May 7, 2021

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 recommendations of these organizations. We are modifying the plan on an ongoing basis to provide the most current information available about our Health & Sanitation Program at the resort.

As we continue into spring and look ahead to the summer travel season, we are optimistic about the recovery from Covid-19 including expanding access to the vaccine and sustaining health practices followed by our colleagues and guests. We know that finding a tranquil resort getaway is an important part of recovering a sense of normalcy. 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 to Barnsley Resort 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 required to review and acknowledge a commitment to this Health & Sanitation Program. All colleagues are educated regarding 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 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:** Sanitizer stations with 60% alcohol content are located at each time clock.
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 face masks as well as disposable gloves and protective eyewear as relevant which guests may expect to see on colleagues in indoor guest facing areas. Training regarding proper use, cleaning and disposal of PPE is provided.
6. **Social Distancing:** Resort colleagues are mindful of social distancing guidelines (maintaining three feet of distance from other individuals) when performing job duties whether interacting with guests or fellow employees.
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, temperature screenings 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. Proof

of a negative test result must be presented before any colleague who previously tested positive for Covid-19 may return to work. This includes proof of a negative test for a colleague who was living in the same household with someone who had Covid-19.

- 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.
- 11. Vaccination:** Resort colleagues are highly encouraged to receive the Covid-19 vaccination. An internal campaign communicates the benefits of receiving the Covid-19 vaccine.

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 requested 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. Guests may request a face mask if they do not have their own.
- 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 are noted in key gathering areas to offer reminders.
- 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.
- 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 is provided to other guests and colleagues following health department and CDC guidelines.
- 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 continue to follow safe 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. This includes guests who may have received the vaccine following CDC recommendations. 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

Cleaning products and protocols are used that meet EPA guidelines and are approved for effective use against viruses, bacteria and other airborne and bloodborne pathogens. Resort leadership works with vendors and partners to ensure a plentiful, uninterrupted supply of necessary cleaning products as well as PPE.

- 1. Electrostatic Cleaning:** Electrostatic sprayers use hospital-grade disinfectant to rapidly disinfect spaces. Public areas are sprayed twice daily.
- 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. Restroom Capacities:** Restroom capacities are posted for all public area restrooms.
- 4. 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.
- 5. 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**
 - Provide option for 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 in public areas and when working in spaces with other colleagues according to guidelines.
 - Guest room 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 guests if they prefer to handle own bags.
 - Ice requests fulfilled with pre-bagged and sealed deliveries.
 - Firepit assistance upon request.
 - All staff to wear masks when interacting with guests 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, 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 will enter your room *upon request only*. Stayover service is not provided to focus on cleaning between guests. We are pleased to provide housekeeping services *upon request only* including additional linens, coffee, trash removal or other items upon request between 8 a.m. and 3 p.m. daily.
- Removal of some decorative elements and other items such as throw pillows and bed scarves from the guest room.
- Notepads and pens provided upon request only.
- Woodlands Grill To Go Menu presented in frame via QR code to be cleaned with each stay.

V. Restaurants, Culinary & Banquets

Restaurants follow guidelines recommended by the National Restaurant Association and American Hotel & Lodging Association. These include the following highlights:

1. Restaurants

- Implement reservations only model for Woodlands Grill and Rice House for all meals.
- 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 are cleaned between guests for restaurant dining & banquet events.
- Implement no contact QR codes or single use menus.
- Guests asked to follow posted restroom capacities in all restaurants and event space.
- Common touch items are cleaned every other hour at a minimum.
- 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.
- Disposable containers utilized for all Woodlands To Go orders to guest rooms.

1. 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:

- 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 or between different groups with electrostatic machine.
- Modify standard meeting set ups; review with meeting or event contact regarding preference for use of notepads, pens, etc.
- Sign placement indicating sanitation protocols at the start of each meeting.

2. Resort Pool, Fitness & Spa

1. Resort Pool & Fitness

The pool and pool deck have a revised maximum capacity of 66 guests at any time.

- Reservations required for the pool on peak weekend days (Friday – Sunday) and summer holidays. This allows all guests the opportunity to enjoy the pool during these high demand periods.
- No outside coolers, alcohol or food and beverage are allowed on property. Violators are removed as this is in violation of food and beverage serving licenses.
- 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:

- 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 daily.
- 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.
- 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.
- Coolers sanitized between each use.

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 guests plenty of fresh air. 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.
- Staff follows guidelines regarding use of face masks or buffs, gloves and other protective equipment.

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