

## **RESPONSE TO COVID-19** **as of 8/10/2020**

Subject to change without notice  
according to official regulations

Thank you for considering Circa 39 Hotel for your next vacation, and for your loyalty and flexibility during these unprecedented times. In preparation for the moment when we can re-open our doors, the Circa team has been working diligently on revising our standards and policies for each area of our operation, to ensure that a clean, safe, healthy environment is provided for our guests and staff. Guidelines from local and national health officials as well as industry best practices from around the world have been consulted in every instance. We are confident in our plan and excited to welcome you back to boutique hotel soon!

### **Employee Standards**

The following initiatives have been implemented to ensure enhanced health and safety:

#### **Health Checks**

- Employees undergo daily temperature screening.
- Employees who show any signs of illness are asked to go home.
- Employees are also required to stay home if they have been in contact with anyone who has tested positive for COVID-19, or have been in close contact with somebody who is showing symptoms of COVID-19.

#### **Personal Protection Equipment & Hygiene**

- Employees will be provided and required to wear a face mask while on property, except for inside administrative offices where employees are working at a safe distance.
- Employees will wear gloves if their responsibilities require them, such as housekeeping, public area attendants, food and beverage handlers, and anyone who may come in direct contact with guests. All employees have been provided training on proper usage and disposal of such items.
- Employees have been trained to wash their hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer every 60 minutes and immediately after any of the following activities: using the restroom, touching the face, cleaning, sweeping, mopping, smoking, eating, drinking, after removing any personal protective equipment, going on break and before or after starting a shift.

- Hand sanitizing stations have been placed in common areas throughout the resort as well as in employee back-of-house areas such as time clocks, break rooms, and locker rooms.
- Employees have been trained to sanitize their workstation and any shared tools/equipment before, during and after each shift or anytime the equipment is transferred to another employee.
- In our back-of-the-house areas, we are increasing the frequency of cleaning and focusing on high-touch areas like locker rooms, employee cafeteria and administrative offices.

### Safe Greeting & Physical Distancing

- We have asked our employees to refrain from physical greeting such as kissing, hand shaking or hugs, and to use noncontact methods of greeting instead.
- Employees have also been asked to practice physical distancing whenever possible.

### Requests to Our Guests

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting Circa 39 Hotel, you voluntarily assume all risks related to exposure to COVID-19.

For the safety of other guests and our employees, please take personal responsibility in following social distancing guidelines during your stay. Please take advantage of the sanitizing stations you will find strategically located around the property, and observe the following requests:

### Health Checks

Circa 39 Hotel asks that you please cancel or reschedule your visit if:

- You are experiencing any symptoms of COVID-19 or running a fever. Please seek medical attention and contact us to reschedule your visit. Our cancellation rules have been relaxed, allowing for same day cancellations. Any reservation deposits will be refunded.
- You have been exposed to someone who has tested positive for COVID-19 in the last 14 days, or have been in close contact with somebody who is showing symptoms of COVID-19.

### **Personal Protection Equipment & Hygiene**

- Guests are required to bring and wear facemasks at all times covering the mouth and nose while in public indoor and outdoor areas unless consuming food or beverages.
- Frequent hand washing or hand sanitizing is encouraged. Hand sanitizing stations are provided throughout the public areas.

### **Safe Greeting & Physical Distancing**

- We ask that you keep a safe distance at all times when in line or waiting. We have added floor markings and signage in high traffic areas to help with physical distancing.
- Please swipe your own credit card where possible.
- Avoid shaking hands or engaging in any unnecessary physical contact.

### **Operational Enhancements**

The following modified operating procedures have been implemented:

#### **Check-In**

- All guest touchpoints will be sanitized after each transaction including EMV Credit Card Devices, pens and registration countertops.
- Plexiglass sneeze guard barriers have been installed at the front desk.
- Room keys will be sanitized before and after each use.

#### **Elevators**

- We ask guests and employees to utilize stairs whenever possible.
- The maximum occupancy of each elevator is 2 people (4 if from same household).
- Face masks are required inside the elevators.
- Elevator button panels are disinfected by an employee several times a day.

#### **Public Areas Cleaning**

- We have increased the frequency of deep cleaning and disinfecting surfaces of public touch points throughout the day, including but not limited to elevator buttons, door knobs, handles, faucets, hand rails, pool chairs, trash-receptacle touch points, key pads, luggage carts, stairwells, fitness center, counters, dining surfaces and seating areas.
- Our disinfectant products meet EPA criteria for use against SARS-CoV-2, the virus that causes COVID-19.

## Guest Rooms

In order to protect both our guests and Team Members, we will be minimizing the number of frequency of employees entering guest rooms during your stay. Our revised standards and protocols for guest rooms include:

- Daily housekeeping service remains our standard. To opt out of daily housekeeping, please notify the front desk.
- Robes are available upon request.
- Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.
- Decorative pillows and bed runners have been removed.
- Collateral such as pens, notepads and magazines have been removed.
- The hotel guest directory is available via QR code on our website.
- After checkout, rooms are sanitized following strict industry cleaning procedures with particular attention paid to disinfecting door handles, hard surface furniture, tables, nightstands, furniture knobs and handles, light switches and thermostats, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles.

## Our Multi-Step Room Sanitizing Program includes:

- Sanitization of all high-touch surfaces and guest room air by means of **antimicrobial fogging**.
- Additional air and surface sanitization by use of mobile **hydroxyl air purifiers**:
  - Non-chemical devices that provides an environmentally-safe and scientifically-proven solution for destroying bacteria and viruses.
  - FDA Approved, averaging 99.9% effectiveness in killing most known bacteria, viruses and black mold, by sanitizing both air and surfaces.
- Detailed cleaning with Ecolab **disinfecting products**, approved by the U.S. Environmental Protection Agency (EPA) for use against SARS-CoV-2, the virus that causes COVID-19.
- Room are **sealed and tagged** as sanitized. Employees will not re-enter guest rooms after sanitization, unless requested.

## Fitness Room

- Only 2 guests are allowed in the gym at the same time. Please reserve your time at the Front Desk (max one hour).
- Facial coverings must we worn at all times in the Fitness Room.
- Gym equipment will be cleaned and sanitized several times a day.
- Disinfecting wipes and hand sanitizer are available for guests to use.
- Water fountain is not available as per city regulations.

## Food & Beverage

### WunderBar

- 'Grab & Go' continental breakfast options are available daily from 7am.
- Craft cocktails, beers and boutique wines are served from 11am-10pm.
- Food service is currently suspended.

### Jules Kitchen

- Closed until further notice.

### Primo Café & Market

- Open 7am to midnight.
- Located next door to Circa 39 Hotel, this storefront café sells foods, coffee drinks, sandwiches, sushi, salads and more with outdoor sidewalk tables.

### Take-Out and Delivery

- While food service is suspended, Circa 39 hotel guests are welcome to consume take-out or delivery food items in our public spaces.