



RESPONSE TO COVID-19

Effective 7/1/2021

Subject to change without notice
according to official regulations

The Palms team keeps working diligently on revising Covid-19 related operating standards in line with guidelines and regulations as mandated State and local government officials as well as industry representatives. This document replaces The Palms Hotel & Spa's "Response to Covid-19" operations initiatives dated May 2021, reflecting procedures that remain in place:

Employee Standards

The following initiatives will be maintained to ensure enhanced health and safety:

Health Checks

- Employees who show any signs of illness will be asked to go home immediately.
- 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 have been provided and are required to wear a face mask while on property, whether vaccinated or not. Exceptions are back-of-house office areas where employees are working at a safe social distances.
- Employees wear gloves if their responsibilities require them to, such as housekeeping, public area attendants, food and beverage handlers, and anyone who may come in direct contact with guest property. All employees have been provided training on proper usage and disposal of such items.
- Employees are 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.

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HOTELS & RESORTS

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Inspired by Nature



- In our back-of-the-house areas, the frequency of cleaning and focusing on high-touch areas like locker rooms, employee cafeteria and administrative offices remains in place.

Safe Greeting & Physical Distancing

- Our employees are asked to refrain from physical greeting such as kissing, hand shaking or hugs, and to use noncontact methods of greeting instead.
- Employees are 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 The Palms Hotel & Spa, 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

The Palms 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 cancellations 3 days prior to arrival. Any reservation deposits will be refunded if notice is given 3 days prior to check-in date.
- 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 highly encouraged to wear facemasks in public spaces (unless consuming food or beverages), even if fully vaccinated.
- Frequent hand washing or hand sanitizing is encouraged. Hand sanitizing stations are provided throughout the public areas.
- Additional facemasks and hand sanitizer are available for purchase from our Gift Shop.



Safe Greeting & Physical Distancing

- We ask that guests keep a safe distance at all times when in line or waiting.
- 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:

AHLA Safe Stay Member

- The American Hotel & Lodging Association's Safe Stay initiative is an industry-wide, enhanced standard of health and safety protocols designed to prepare America's hotels to safely welcome back guests and employees as the economy reopens. These standards were developed under the guidance of an Advisory Council, comprised of industry leaders representing all segments of the hotel industry, and in conjunction with public health experts to advance best practices for protecting against the coronavirus and are rooted in recommendations from the Centers for Disease Control (CDC).

Arrival Experience

- All guest touch points are frequently sanitized, including EMV Credit Card Devices, pens and registration countertops.
- Plexiglass sneeze guard barriers remain in place at the front desk.
- Room keys are sanitized after each use.
- Luggage assistance is optional and our employees will not enter guest rooms. Instead, they will place luggage outside the guest room.

Round-The-Clock Air Purification

- The Palms has installed RGF® Photohydroionization® In-Duct Air Purification Systems to naturally reduce viruses, bacteria and odors for optimal guest and staff safety. The system sends out very low levels of airborne hydrogen peroxide into each room, killing contaminants in the air and on surfaces while being safe for the environment as well as building occupants.



Elevators

- Face masks are highly encouraged inside the elevators.
- Hand sanitizer is available at all elevator landings.
- Elevator button panels are frequently disinfected by our housekeeping staff.
- We ask guests and employees to utilize stairs whenever possible.

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.
- Guest laundry and dry-cleaning services are available using contactless pick-up and delivery protocols.
- Minibar and snack products have been removed until further notice.
- Room Service, spa menus and guest directory are available via Smart TV and 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, drapery pull handles, 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:

- Round-the-clock air purification by means of state-of-the-art hydroxyl air purifiers installed in air-condition unit ducts. These non-chemical, all natural devices provide an environmentally-safe and scientifically-proven solution for destroying 99% of bacteria and viruses, both in air and on 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.

Pool & Beach

- Chairs, cabanas, and high-touch surfaces will be sanitized daily
- Pool hours: Sunrise – Sunset

Fitness Room

- Facial coverings are highly encouraged inside the Fitness Room.
- Gym equipment will be cleaned and sanitized thoroughly frequently.
- Disinfecting wipes and hand sanitizer are available for guests to use.

AVEDA Spa



Safety and sanitation is essential for spas at all times, from preventing infection and improving employee and guests' overall well-being, but more than ever during the COVID-19 pandemic. Revised operating standards and treatment protocols for The Palms AVEDA Spa are drawing from best practices around the world as well as sanitation procedures, laws, licensing requirements or regulations established by local government. We aim to optimize social distancing within each area of the Spa while keeping the overall spa experience as unaffected as possible. At current, this will include:

- **Spa Hours of Operation:**
Monday - Friday 11 am – 6 pm | Saturday – Sunday 10 am – 7 pm
- The steam room is currently unavailable.
- Guests are requested to wear an ear loop mask (not tied behind your head) while in the spa/salon and throughout your appointment. One will be offered if you do not have one.
- All staff are required to wear masks and gloves unless it interferes with the service they are providing. Otherwise, frequent hand washing is required.
- Air and surface sanitization by use of hydroxyl air purifiers have been installed in all treatment areas.
- Our entire staff has completed the Barbicide COVID-19 Certification and will be adhering to all extra sanitation and disinfection standards.
- Sneeze guard barriers remain in place at our manicure stations and spa front desk.

Food & Beverage

Restaurant & Bar

- Breakfast: 7am-11am daily
- Lunch: 11 am – 3 pm daily
- Dinner: 6 pm-10 pm daily
- Bar: 4 pm-10 pm daily

Revised standards and protocols for the restaurant and bar include:

- Reservations are encouraged to expedite seating.
- Dining tables and chairs will be sanitized after each use.
- Check presenters, pens and all other reusable guest contact items will be either sanitized after each use or single use.
- Host/Hostess podiums, service stations, service carts, beverage stations, counters, handrails and trays will be sanitized frequently.
- A sneeze guard barrier will be maintained at the hostess podium.



Tiki Bar & Grill

- Open from 11 am to 7 pm.
- All food items are delivered in a beach basket with additional sanitizing steps between guests.

In-Room Dining

- Available 7 am -10 pm
- In-room dining items will be served on trays, covered, and handed to guest without guest room entry when delivering.
- Guests will be asked to notify In-Room Dining when finished with their meal and place their trays in the hallway outside of their room.

Gift Shop & Deli Counter

- Open 6:30 am to 6 pm
- To-go bakeries and deli items available.
- Surfaces will be sanitized frequently including the POS terminal, credit card reader, and pens used to sign.

Meeting and Event Spaces

- All equipment and meeting amenities will be disinfected before after each use or be single use if not able to be sanitized.
- All linen, including underlays will be replaced after each use
- After every event, the event spaces will be cleaned and disinfected.

