

# Travel Confidently

WITH #REDBURYREASSURANCE

The Redbury New York wants our guests to travel confidently. As we continue to operate in an evolving world with infectious viruses we are committed to protecting the safety of all.

For added assurance and protection we have implemented the following operational measures which include information and directives from the New York State Department of Health (NYSDH), Centers for Disease Control (CDC) and World Health Organization (WHO).



## #REDBURYREASSURANCE

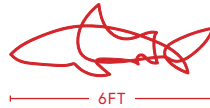
We have designed the #REDBURYREASSURANCE program to ensure the health and safety of our staff and guests.

## REASSURANCES



### PERSONAL PROTECTIVE EQUIPMENT (PPE)

Guests will be provided and asked to wear personal face masks while in public spaces. Appropriate PPE will be worn by all employees based on their role and in adherence to state and local guidance.



### SOCIAL DISTANCING

Social Distancing in all Public Areas will be expected where applicable and enforced by hotel staff.



### HOTEL RECEPTION

Hotel Reception will observe social distancing along with plexi-barriers. Additional technology and contactless interactions are also available.



### HAND HYGIENE

We have hand sanitizing stations using CDC approved solutions located throughout public areas.



### FOOD & BEVERAGE

All restaurants and bars will adhere to the most recent governmental regulations regarding local safety measures.



### TRAINING

All Employees have attended a mandatory re-orientation training on latest procedures and protocols regarding infectious diseases. Emphasis on Social Distancing, proper use of PPE, safety and sanitation standards, and proper response to any potential cases of virus infection on property.



### ENHANCED CLEANING

The hotel uses CDC and EPA approved cleaning agents and has implemented enhanced protocols for guest, employee, and public spaces. Increased frequency, additional staff, new technology & tools, along with evolving recommendations by governing bodies keep our training up to the latest directives.

## ADDITIONAL REASSURANCES

### GUEST ROOMS

Our housekeeping team practices stringent cleaning and disinfecting protocols and have implemented enhanced guest room attendant training and new technologies. Housekeeping services will only be provided upon request in stay-over rooms. Additional towels and amenities are also available upon request. In addition, guest rooms upon check out will receive extensive sanitizing. Non-essential collateral in the guest rooms such as magazines, menus, etc. have been removed or digitized. Mini bar items have been removed however upon request may be stocked prior to arrival with your preferred selections.

### FOOD & BEVERAGE OPERATIONS

All food & beverage operations at The Redbury New York are managed by our third-party partner, Union Square Hospitality Group. USHG meets or exceeds guidelines from the FDA Food Code and NYSHD Food Regulations. USHG follows sanitation guidelines and utilizes training aides backed by NYSHD and the National Restaurant Association. To address the current situation, menus have been slightly altered to ensure efficiency and minimize risk. In addition, outlet hours are adjusted to provide downtime for extensive sanitizing and increased staff training. As previously noted all Food & Beverage outlets will operate under reduced capacity in order to meet distancing guidelines and will follow local governing directives.

### GENERAL CLEANING PROTOCOLS

To enhance the safety for visitors and staff we use disinfectant products that meet Environmental Protection Agency (EPA) guidelines for use against viruses, bacteria, and other airborne and blood-borne pathogens. We have increased our environmental cleaning schedule and enhanced our operating procedures regarding cleaning and disinfectants usage. Disinfectants will be utilized throughout the property in the cleaning of our guest rooms, hotel lobby, meeting rooms, food & beverage outlets, public spaces and back of house areas.

### GUEST ENTRANCES & PUBLIC SPACES

The frequency of cleaning and disinfecting by dedicated staff has been increased in all public areas utilizing products that are approved by CDC, NYSHD and/or OSHA compliant. In addition, sanitizer stations are widely available.

### GUEST ROOM RECOVERY PROTOCOL

In the event of a guest with a confirmed case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol administered by a certified trained specialist. The guest room will not be returned to service until the room is deemed safe by the certified specialist and consistent with the guidance set forth by local health authorities. Similar recovery protocols address staff offices and work areas.

To learn more about #REDBURYREASSURANCE please visit [RedburyNYC.com/RedburyReassurance](https://RedburyNYC.com/RedburyReassurance) or contact our Management team via email at [HRCommunications@redburynyc.com](mailto:HRCommunications@redburynyc.com)

**WE LOOK FORWARD TO MAKING YOUR NEXT STAY  
MEMORABLE, ENJOYABLE, AND SAFE**

**The Redbury**  
NEW YORK

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