



HOTEL CLEANING STANDARDS IN RESPONSE TO COVID-19

STAYING SAFE

Wyndham New Orleans French Quarter is committed to cleanliness and safety for our team members and guests. We remain dedicated to this throughout this public health crisis. The following health and safety guidelines, in accordance with the CDC guidelines, represent best practices for the hotel industry. It is anticipated that these guidelines and protocols may evolve and will continue to reflect the recommendations of federal, state and local health authorities.

Team Member & Guest Health



WASHING HANDS & HAND SANITIZER

CDC guidelines govern the duty of all hotel team members to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer shall include no less than 60% alcohol content. Dispensers are placed at key guest and employee entrances and contact areas including lobby and reception areas restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas throughout the property.



FRONT OF THE HOUSE SIGNAGE

The CDC and other health authorities recommend the usage of masks. Health, hygiene and physical distancing reminders are placed in high-traffic areas on property.



BACK OF THE HOUSE SIGNAGE

Signage is posted in the team member break room, cafeteria and other areas team members frequently enter or exit. Signage will remind team members of the proper way to wear, handle and dispose of masks, use of gloves, washing hands and to avoid touching their faces.

Team Member & Guest Health



TEAMMEMBER & GUEST HEALTH CONCERNS

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Team members exhibiting symptoms of COVID-19 shall remain or return home. While at work, team members who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow CDC guidelines for employers and businesses, including instructing team members to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all team members, including physical temperature checks where required by law, shall be carried out.

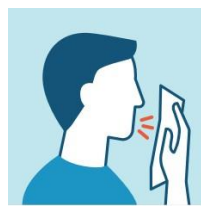
General Advice



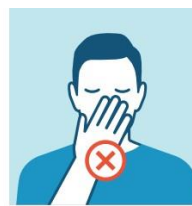
WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



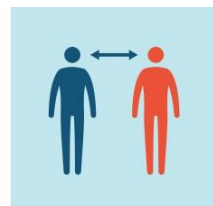
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

Team Member Responsibilities



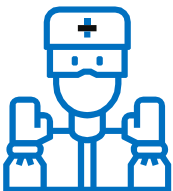
HANDCLEANING

If not wearing protective gloves, all team members shall follow CDC guidance regarding hand washing. Team members shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, team members shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



COVID - 19 TRAINING

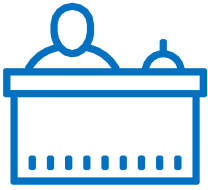
All team members shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for team members with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by team members. PPE, along with appropriate training for use and disposal, shall be made available to any team member upon request. Please refer to OSHA for more information.

Cleaning Products & Protocols



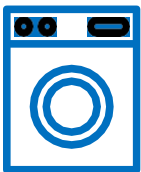
PUBLIC SPACES AND COMMUNAL AREAS

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas dining surfaces and all seating areas.



GUEST ROOMS

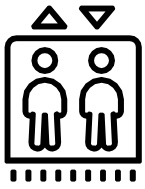
Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements/requests.



LAUNDRY

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Cleaning Products & Protocols



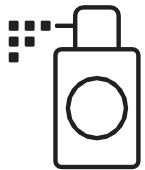
HOTEL GUEST ELEVATORS

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



BACK OF THE HOUSE

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



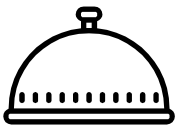
SHARED EQUIPMENT

Shared tools and equipment shall be disinfected after each shift or transfer to a new team member.



ROOM RECOVERY PROTOCOL

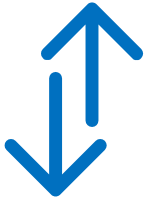
In the event of a presumptive case of COVID-19, the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



FOOD & BEVERAGE

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Physical Distancing



PHYSICAL DISTANCING & QUEUING

As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.



GUEST ROOMS

In anticipation of individual concerns of guests, housekeeping shall only enter a guest room during a stay for servicing when vacant; unless specifically requested otherwise by the guest and comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

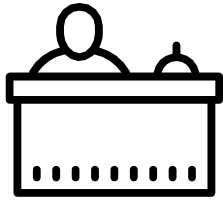


MEETING & CONVENTION SPACES

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.



Physical Distancing



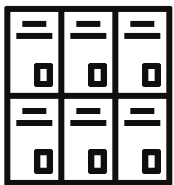
HOTELFRONTDESKANDCONCIERGE

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, team members should minimize contact as much as possible.



POOLS&BEACHES

Seating shall allow at least six feet of separation between groups of guests.



BACKOFTHEHOUSE

Physical distancing among all team members shall be practiced in team member dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.