

**Health & Sanitation Hotel Protocols**

**Guest Arrival Experience**

- Guest temperature check upon entry to the building with a secondary screening process for any individual with a temperature over 99.6° degrees Fahrenheit
- Any guest that fails the temperature check will have the option to check in and self-isolate on a designated floor away from other guests or leave and get tested at a local testing facility
- Disposable surgical face masks provided to guests upon entry to the hotel
- Self-parking only available—secondary temperature checkpoint at the parking garage elevator vestibule in lobby
- Physical distancing floor decals throughout the lobby
- UV-C Light Technology utilized to sanitize all guestroom key cards
- Plexiglass partitions at the Front Desk between the guest and Front Desk Agent
- All guest luggage to be disinfected and tagged with “Handled with Care & Disinfected” sticker
- Hotel welcome letter will be provided upon check-in detailing cleaning procedures, amenities available upon request, and open F&B venues

**Public Areas**

- Only 3 access points will be available into the hotel—main entrance revolving door (with 2 flanking side doors); garage elevators; and colleague entrance
- All required physical distancing guidelines to be followed utilizing floor decals for high volume areas such as elevators, queues for check-in and F&B venues, hotel entrance, fitness center and pool deck
- Visible signage in all public areas with health and hygiene reminders
- Use of antibacterial and Ecolab disinfectant products throughout the hotel including touchless hand sanitizer stations, sanitizing wipes and anti-bacterial hand soap in all restrooms
- Key Card drop box now available in lobby for guests to complete contactless departure. Emailed folio to follow
- Restrooms to have individual stalls locked to promote physical distancing and hand washing protocol signage in restroom

**Guestrooms**

- Stayover Housekeeping service and turndown service offered upon request only
- 48-hour “settling period” for occupied rooms post departure
- All in-room collateral to be removed with the exception of the In Room Dining menu (paper copy which will be replaced after each guest checks out)
- Minibar content (fridge and dry snacks) including ice bucket, glassware, and corkscrew to be removed. All items will be available upon request from In Room Dining
- All coffee/tea accompaniments to be removed and available upon request
- Only 1 set of towels per guest in room
- Bathrobes and slippers will be available in suites only
- TV remote control sleeve in all guestrooms
- Bathroom tissue wrapped



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### F&B Venues / Event Space

- Upon reopening of the hotel IRD will be available 7am-11pm; Fulton will be open from 7am until midnight for 3 meals/day; Good Things will be open daily from 7am-7pm; and the Pool will have F&B service from 11am-6pm
- All Food & Beverage venues and event spaces will reduce seating capacities to allow for physical distancing requirements between each seated group/party of guests
- Furniture layout in Fulton reviewed and updated to accommodate 3 meals/day and physical distancing requirements
- Contactless payment in our Food & Beverage venues
- Single use paper and digital menus (via QR code) in our Food & Beverage venues
- In Room Dining doorstep delivery to guestrooms
- Plexiglass partition in Good Things between baristas and guests
- Boxed or plated meal service in event space—no buffets
- All silverware rolled individually and all condiments to be disposable single serve use
- Fairmont logo mask pouches provided to all guests dining in the F&B Venues to allow face mask to be stored while eating/drinking

### Pool

- All required physical distancing guidelines to be followed for the pool deck
- All loungers surrounding the pool are in groupings of 4 or less
- All required pool capacity guidelines to be followed—at 25% only 22 people allowed in pool at one time
- Continuous and frequent deep cleaning and sanitizing of all high touch-point areas on pool deck including loungers, cabanas, tables, and sunscreen machine

### Fitness Center

- All required physical distancing guidelines to be followed by powering down machines/equipment within 6 feet of each other
- Capacity guidelines to be followed for the Fitness Center and signage present
- Gloves will be provided and must be worn by all using the machines/equipment within the Fitness Center
- Continuous and frequent deep cleaning and sanitizing of all high touch-point areas in the Fitness Center

