



The team at Woodcliff Hotel and Spa have created and are implementing Standard Operating Procedures that include the “best of the best” practices leveraging our resources and partnerships from some of the leading hotel hospitality companies around the country. With the instructions and guidance of the US Government, CDC, local authorities, and the local health departments we have been able to define the appropriate actions to implement to ensure the health and safety of all our associates and guests.

Safety Committee – Woodcliff Hotel & Spa has implemented a SafeStay Committee to focus on executing the best practices as new information develops related to safety, cleaning and sanitizing.

Associate Wellness – all associates will participate in a self-screening including a temperature check each day. Associates are required to wear mask. Hotel associates are trained and reminded to wash hands with soap and warm water frequently, for at least 20 seconds each time. In addition, Woodcliff Hotel & Spa provides alcohol-based hand sanitizer that contains at least 60% alcohol. Associates are advised to practice "social distancing" by standing at least six feet away from guests and co-workers.

Confirmed or Symptomatic Guests – WWH has instructed associates to notify leadership if they have guests with confirmed or symptoms of COVID 19. Ask the guest to return to their vehicle (or outside) and call into the hotel. If a current in-house guest tests positive for COVID-19 contact Chief Operating Officer immediately for guidance. Ask the guest to remain in their guest room until further notice. A written statement after-the-fact explaining what happened and why they believed the guest posed a health risk. Disinfect the surfaces the guest might have touched after they leave. A complete guest log with contact information should be kept in case contact tracing is needed. A Guestroom exposed to a confirmed case of COVID 19 will be placed out of order for a minimum of four days and then cleaned according to protocol.

Social Distancing – signage in public spaces will remind our guests to maintain social distancing. We will be adding partitions at check-in to provide an extra level of precaution for our guests and our associates. Throughout our hotels including Food & Beverage we will continue to promote social distancing using a variety of resources as available and reasonable including: digital key, digital menus, self-pay, directional signage, partitions, sanitizing keys drop box, 6 foot spacing and compliance with gathering guidelines.

Public Areas – starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents on all high-touch surfaces; areas such as lobbies, guestrooms, restaurants, meeting and event spaces, recreational facilities, public restrooms, fitness centers, elevator buttons, all associate areas, and more. All sanitized areas are recorded in a log and the SafeStay Committee will inspect the logs weekly. Guest-accessible disinfecting wipes/sanitizer stations at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitize the elevator button before pressing. WWH has enhanced our arrival and departure experience with reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized key-cards and paperless check-out.



Guest Rooms – we have elevated our rigorous protocols using the best practices from our partners including the use of cleaning chemicals effective in preventing the spread of viruses. Use of disinfectant products that have been pre-approved by the U.S. Environmental Protection Agency (EPA) for use against emerging viral pathogens. We have implemented extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more. Paper amenities have been removed pen, paper and guest directory have been supplement with digital or available upon request. Laundry protocols have been updated in the cleaning regimen for improved hygiene and cleanliness.

Elevator Operations - signage has been placed at the elevators telling guests that only 3 people or 1 family should be in the elevator at any given time.

Sanitizing Stations – all public areas are equipped with hand sanitizing stations and event space will have sanitizing wipes available for each participant.

Pool and Fitness Center – Standard Operating Procedures have been implemented to ensure social distancing and sanitizing. Pool usage is by reservation only with a 20 person max capacity. Reservations are in one hour time blocks with 30 minutes in between to allow staff to clean before the next guests.

Food & Beverage – implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events. Menu updates, sanitizing schedules, service protocol, social distancing and gathering requirements along with replacing self-serve Food & Beverage have been implemented to promote a safe experience.

- Plated, Stations, Staff Served Buffets, Box Lunches, Individually Wrapped Items are available to deliver safe experience.
- Cookware, display ware, tableware will be cleaned and sanitized with approved chemicals in between each use.

Meeting/Event Space – diagrams and floor plans have been updated to accommodate social distancing and gathering requirements.

Air Filter & HVAC Cleaning – Preventive Maintenance Program includes air filter replacement and HVAC system cleaning to maximize fresh air exchange.



Q&A

How do you communicate COVID-19 policy and prevention measures to your guests onsite and in advance?

Associates are always required to wear masks. Guests must wear masks and/or gloves if required by government guidelines. Guests may wear masks and/or gloves if not required. We train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time. We provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest contact areas as we have available to all staff. In addition, staff are advised to practice "social distancing" by standing at least six feet away from guests and other workers. Woodcliff Hotel & Spa has signage and floor markers with six foot spacing for guests check in and plexiglass at front desk.

Do you conduct mandatory health and temperature screening for all guests (including meeting attendees) and staff at the hotel?

All associates will participate in a self-screening including a temperature check each day. We rely on guests/clients to practice their own self-assessment in accordance of the company policy.

Is hand sanitizer available in public areas such as lobby, reception, gym, near meeting rooms, etc.?

All hotel public areas including Food & Beverage will be sanitized multiple times per day, recorded in a log and the Hotels StaySafe Committee will inspect the logs weekly. Public spaces and the front desk are cleaned minimum of every hour. We provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. High touch areas in public spaces include tables in the lobby area and buttons on elevators, water fountains and ice and vending machines. Pens at the front desk and room keys and key cards are cleaned with disinfectant. Based upon availability.

Does the local authority provide any guidance or requirements to manage suspected and/or confirmed COVID-19 cases affecting the hotel?

We stay informed with updated and credible information on the COVID-19 virus and we follow the information listed by the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> This site also includes where the virus has spread in the USA and globally. We consult with the local and county health departments to determine appropriate actions if a guest or worker presents symptoms of COVID-19 disease, as well as how to respond if asked to quarantine guests.

What are your face covering requirements on the property in public areas?

Associates are always required to wear masks. Guest must wear masks and/or gloves if required by government guidelines. Guests may wear masks and/or gloves if not required.

What social distancing practices have you put into place in your public areas?

Throughout our hotels including Food & Beverage we will continue to promote social distancing using a variety of resources as available and reasonable including: digital key, digital menus, self-pay, directional signage, partitions, 6 foot spacing and compliance with gathering guidelines. Diagrams and floor plans have been updated to accommodate social distancing and gathering requirements. Use of Social Tables software at most hotels to use for seating social distance examples.

What is your process for managing suspected or confirmed COVID-19 cases among staff and guests?

We comply with Federal, State and Local recommendations along with Brand compliance followed by "what we've learned" practices to quickly respond to any future threat. We educate our staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath.

What enhanced maintenance or building checks are conducted and on what frequency? (Inc. HVAC Filtering)

Woodcliff Hotel & Spa has implemented a StaySafe Committee to focus on executing the best practices as new information develops related to safety, cleaning and sanitizing. The already frequently documented scheduled air filter replacement and HVAC system cleaning will be increased where fresh air exchange can be maximized.