



## HEALTH AND SAFETY STANDARDS

The health and safety of our Associates, Homeowners and Guests is our number one priority. We have established the following protocols to ensure you have the best experience possible during these challenging times.

We are closely monitoring the Centers for Disease Control, World Health Organization and local Government and Public Health Departments and following their Guidelines regarding Covid-19. Maintaining social distancing continues to be the most effective method of stopping the spread Covid-19. These protocols will continue to evolve over time as additional information becomes available and changes in government mandates are implemented.

Carneros Resort and Spa, situated on 28 acres surrounded by the picturesque countryside of Napa Valley, offers a private retreat that delivers a relaxed and luxurious Napa experience. All our accommodations are private free-standing cottages or homes providing a beautiful blend of indoor and outdoor living featuring beautifully landscaped private backyards.

## Carneros Resort and Spa Reopening Standards

We have established new standards and procedures throughout the property to ensure we are adhering to the highest level of protection. This plan lays out the procedures we have put in place to keep our associates, guests and owners safe.

- CANCELLATION POLICY
  - In response to these challenging times we have updated our Cancellation Policy
  - Existing Reservations
    - We will allow a full change or cancellation without a charge up to 72 hours prior to arrival for all reservation up to April 30, 2021
  - Future Reservations
    - For all new reservations from today through April 30, 2021 we will allow a full change or cancellation without a charge up to 72 hours prior to arrival
- SOCIAL DISTANCING
  - We are asking all guests to practice Social Distancing and stand at least 6 ft away from other guests you are not traveling with. We have adjusted seating in all restaurants and all staff are reminded to practice social distancing whenever possible
- STAFF TEMPERATURE CHECK
  - At this time we are asking all associates to conduct non-invasive temperature checks prior to starting their shift. This will be monitored by the managers in each department throughout the property. Any associate that displays a temperature of 100.4 or above will not be allowed to work and will be advised to leave the property and seek appropriate medical care.
- SIGNAGE
  - We have added signage throughout the property for our guests as well as additional signage for our associates in staff areas reminding them to use their Personal Protective Equipment (PPE), hand washing requirements and Social Distancing policy
- HAND SANITIZER
  - We have placed hand sanitizer dispensers in all public areas for guest and associates use. We have also created a custom hand sanitizer dispenser located in each guest cottage
- PERSONAL PROTECTIVE EQUIPMENT
  - All guests will receive a sealed bag at check in with personal protective equipment for their use during their stay - Face Masks and Alcohol Wipes, Gloves available upon request
  - Guests will be required to wear Face Masks in all public areas while around other guests or employees, this includes all Food & Beverage operations

- ASSOCIATE TRAINING
  - Associates are instructed to stay home if they do not feel well and to report to a manager if they notice another associates displaying any symptoms of COVID-19 while on property
  - Associates have all received COVID-19 training on the proper safety and sanitation protocols set up for each of their individual departments
  - All associates are to go through a health screening prior to starting every shift. They will be questioned regarding the presence of any Covid-19 symptoms or possible exposure to individuals known or suspected to have Covid-19
  - Temperatures will be taken for all associates prior to the start of their shift and any associate with a temperature of 100.4 or higher will not be allowed to work
  - All associates are instructed to wash their hands at least every 60 minutes with soap and water for a minimum of 20 seconds, or to use sanitizer if soap and water is not available. In addition they must wash hands after using the restrooms, sneezing, touching their face, eating, cleaning and before and after every break
  - All associates must disinfect all workspaces including any personal items such as cell phones and radios
  - All Associates will wear appropriate Personal Protective Equipment (PPE) based on their responsibilities at the resort, Masks and Gloves will be provided to all associates
  - Schedules will be adjusted to provide social distancing and limiting the number of associates working together throughout the resort
  - All Housekeeping staff must go through proper Covid-19 cleaning procedures and be certified prior to working
  
- CASE NOTIFICATIONS
  - Associates have been instructed to notify management immediately of any presumed cases of Covid-19 on property
  - Associates have been instructed to notify management immediately if they notice an associate or guest exhibiting symptoms of COVID-19 such as cough, shortness of breath or other known symptoms
  - Any guest on property who is exhibiting symptoms of Covid-19 are asked to notify Resort Management immediately
  - If we are alerted of a presumptive case of COVID-19 at the Resort we will work with the Napa County Health Department to follow the appropriate actions and recommendations
  
- PRESUMPTIVE CASE
  - The guest's cottage will be removed from service and quarantined immediately upon guest departure
  - The cottage will not be returned for service until the case has been confirmed or cleared

- In the event of a positive case the cottage will be taken out of service for a minimum period of 72 hours and returned only after a proper cleaning and sanitation by a licensed third-party company
- CLEANING PRODUCTS
  - We have provided our staff with EPA approved cleaning products effective against viruses such as COVID-19. We will be using Electrostatic Sanitizing Sprayers to improve the level of sanitizing throughout the property
  - Housekeeping uses top rated vacuums with Whole Machine Filtration system that traps 99.99% of particles as small as 0.3 microns – expelling cleaner air
- LAUNDRY
  - All linens and towels will be removed from guest rooms immediately in sealed bags and sent off site for cleaning
  - All items will be washed with proper approved chemicals and at a high temperature in accordance with CDC guidelines
- CHECK IN
  - We will promote social distancing and instruct our guests where to wait if there are other guests checking in
  - Guests will be seated at a distance of 6 ft from associates during the check in process
  - Guests will be able to swipe their Credit Cards themselves so no associates contact is needed.
  - Guests will be prechecked in and any information and sanitized room keys will be given to a guest in a sealed plastic bag which was packed without any associates contact.
  - Desk, chairs, pens will all be sanitized post guest check in
  - Mobile Check-In is also available
    - Guest will be greeted at their car upon arrival
    - Guest Service Agent will confirm name
    - Sealed Key Packet will be delivered
    - Guest will process credit card remotely without contact
  - Bellman will escort Guests to their cottage for room Location
    - Guest Luggage will be delivered to guest Room upon request
  - Lobby snacks have been removed
  - We will continue to offer complimentary wine at check in but we will be serving in high quality disposable biodegradable plastic
  - We will be serving a special Immune-Boosting Tea as another option to guests at check-in
- GUEST COMMUNICATIONS
  - Any guest requests can be completed using their personal cell phone. You may call or text you request using the number 707-346-5150
  - Guest room TVs have Cottage Dining menus as well as helpful guest information
    - New In-Room Virtual Experiences such as Virtual Wine Tastings,
    - Wellness Classes and Chef Cooking Demos

- GUEST ROOMS
  - All Guest Rooms will be clean and sanitized prior to check in using COVID-19 approved disinfectants with Electrostatic Sanitizing Sprayers
  - Sanitized Rooms must be approved by Management prior to being released for guest occupancy
  - Non-essential items removed from the rooms such as magazines, notepads
  - Information will be on a one time use recycled paper and replaced for each guest
  - Guest may request additional linens and towels or additional amenities and an associate will drop off in one time use sealed bags to the cottage
  - All deliveries performed by associates with gloves and protective face masks
  - Extra Pillows and Blankets will no longer be stored in guest closets and will be delivered in one time use sealed bags upon request
  - TV Remote will be placed in a sealed plastic Bag once sanitized
  - Robes and Slippers placed in individual sealed bags
  
- HOUSEKEEPING SERVICE REQUESTED
  - Guests must leave the room for a period of 3 hours to limit contact
  - Staff will enter the room after a period of 2 hours and must wear gloves and protective masks at all times
  - All doors and windows to be opened to air out room
  - Only EPA Approved cleaning products to be used for cleaning
  - All proper cleaning standards and protocols used to clean room
  - Fresh gloves used after cleaning to finish making up the room and using fresh towels and linens
  - Any cleaning rags will be changed out for each room cleaned
  - All cleaning equipment will be cleaned and disinfected after each use
  
- HOUSEKEEPING POST CHECKOUT
  - We will be using Electrostatic Sanitizing Sprayers to improve the level of sanitizing throughout the property
  - Wear Disposable gloves and protective masks
  - All doors and windows to be opened to air out room
  - Strip all towel and linen items in room and remove from room to send out to be cleaned
  - Dirty Linens remain in sealed bags and collected by Housekeeping Staff
  - All linen and towels cleaned off property at a local laundry facility that uses the highest standards of cleaning protocols and safety measure required
  - Remove all paper products from guest room and replenish with new items
  - Clean and disinfect all areas of room with extra detail on high touch areas such as all Door Handles, Light Switches, Faucet and Toilet Handles, Locks, TV Remotes, Drapery Pulls, Coffee Makers, Minibar Fridge, Wine Dispensers and Outdoor Umbrellas

- Soft Surfaces such as sofas, outdoor furniture will be sprayed with a Neutral Disinfectant Cleaner
- Clean and disinfect Waste basket and recycle bin
- Vacuum all rugs with new Dyson V10 Vacuums
  - Vacuums use a Whole-machine, fully-sealed filtration system that traps 99.99% of particles as small as 0.3 microns – expelling cleaner air.
- Fresh gloves used after cleaning to finish making up the room and using fresh towels and linens
- All cleaning equipment will be cleaned and disinfected after each use
  
- HOUSEKEEPING IN PUBLIC AREAS
  - Hand Sanitizer available in all Public Areas
  - Disposable Sanitizer wipes available for all staff to wipe down any area or equipment that staff comes in contact with
  - Wear Disposable gloves and protective masks
  - All doors and windows to be opened to air out room
  - Remove all paper products from restrooms and replenish with new items
  - Clean and disinfect all areas with special attention to high touch areas in restrooms such as all Door Handles, Light Switches, Faucet and Toilet Handles, Locks,
  - Clean and disinfect Waste basket and recycle bin
  - Fresh gloves used after cleaning to finish making up the room and using fresh towels
  - and linens
  - All cleaning equipment will be cleaned and disinfected after each use
  - Increased Public Areas staff will be assigned throughout the property to perform cleaning and disinfecting of areas on a more regular basis
    - All Public Restrooms sanitized every hour and signed off by staff when completed
    - Fitness Center cleaned and sanitized every hour
  
- GUEST TRANSPORTATION
  - The Resort will not be offering Guest Transportation at this time
  - No Guest Valet parking will be offered at this time
  - Uber and Lyft are readily available in this area
  - Our Concierge would be happy to arrange transportation for you at any time using our preferred car service company

## **FOOD AND BEVERAGE**

- SEATING
  - All guests will be required to wear face masks in order to be seated in any of our Food and Beverage areas
    - Masks will not be needed while guests are eating
  - We have reduced seating in all outlets so that we may follow social distancing.
    - Some Tables and Bar stools have been removed in all restaurants
  - Meeting and Banquet Rooms will have new set ups to allow for social distancing
  - We have increased outdoor seating wherever possible with Social Distancing of 6'
  
- RESTAURANTS
  - All kitchens to be fully cleaned and sanitized at least once a day
  - All Kitchens will receive a deep cleaning overnight using COVID-19 approved disinfectants with Electrostatic Sanitizing Sprayers
  - All dining Tables, chairs, bars and bar stools will be sanitized after each use
  - All menus will be available on your personal cell phone by using the camera to highlight the QR Code to view the menu
    - Disposable, recyclable single use menus will also be available upon request
  - Check Presenters and Pens will be sanitized after each use
  - Computer terminals sanitized after each use
  - All Napkins, Coasters, Placemats will be one-time use Linen or recyclable disposable paper
  - Condiments will be served in single use containers or disposable packets
  - All straws will be paper wrapped
  - All biodegradable disposable utensils will be packaged in sealed bags
  - Sanitizing wipes will be available to all guests for personal use
  - All bread service will be presented individually
  
- ASSOCIATE MEALS
  - No buffet meals available for staff
  - No Self-serve food available
  - All meals will be individually bagged for associates
  - Individually packaged plastic flatware will be used
  - Single use cups for hot and cold beverage will be used

- MARKET
  - Grab and Go items will be individually packaged
  - Prepackaged To Go Meals available
    - Sealed Bags for breakfast and lunch with assorted items
    - Self-Serve coffee no longer available and will be provided by staff using proper Personal Protective Equipment
  - Some Seating has been removed to promote social distancing
  - Guests will be required to use hand sanitizer before touching / browsing items
  - Gloves will be available for guest browsing
  - Additional seating is available outside throughout Town Square
    - All seating placed at a safe distance
  
- COTTAGE DINING
  - All equipment will be cleaned and sanitized after each use
  - There will be no paper menus in the cottage. All menus are located on the TV
    - Press Menu button on TV remote and Select Cottage Dining Icon
    - Place your order by texting us at 707-346-5150, use your cottage phone and press the Cottage Dining Button or Dial Extension 7248 Directly
  - Tray liner will be changed to one time use liners
  - Orders will be left on the Cottage front porch using proper contactless procedures
  - All food will be delivered in disposable One Time use containers
  - Please leave dirty trays on front porch and call to have trays picked up
  
- BANQUET AND CATERING EVENTS
  - We will have new set ups to allow for proper social distancing
  - Outdoor seating available throughout the property
  - All equipment will be cleaned and sanitized before and after each use
  - All linen will be single use and replaced after each event
  - Any shared items such as pens will be sanitized after each use or be of single use
  - We will not be offering Buffet style menus
  - All food service will be individually plated
  - All condiments will be served in single use or disposable packages
  - Coffee Service will be provided by wait staff using proper Personal Protective Equipment
  - Condiments to be served in individual single serve packaging
  - Water will be served in single serve and not shared between guests
  - Guest will be required to wear face masks except when eating
  
- ASSOCIATES WORK AREAS
  - Service Stations will be cleaned and sanitized throughout the shift at a minimum of once per hour and at the end of each shift and logged by management



## **MAINTENANCE**

- All guest rooms have had the Air Filters Replaced as of June 1, 2020

## **POOLS**

- SET UP and CLEANING PROCEDURES
  - All Lounge Chairs to be sanitized after each use
  - Hilltop Lounge Chairs will be placed at a larger distance from one another to create proper social distancing from other guests you are not travelling with
  - Ottos Pool will have reduced seating to create proper Social Distancing at all times
  - Chairs will be set up with clean Chair covers and towels to make guests aware they have been sanitized
  - Cabanas will be sanitized after each use; side curtains will be closed at all times along with a plexiglass divider between adjacent cabana to create separation from guests in other cabanas
  - All Food and Beverage menus to be single use or downloadable by QR Code
  - All food will be delivered in washable or single use containers
  - Water stations will be eliminated at both pools
  - Pool amenities such as floaties and other common usage equipment will be eliminated during this time

## **SPA & FITNESS**

- The Spa at Carneros is open with modifications
- New Confirmation Letters will be mailed out highlighting new safety measures and practices
- Associates will be required to wear Personal Protective Equipment (PPE), Face Masks and Gloves
- Spa Associates will receive in-depth proper cleaning and sanitation training
- Immune Boosting Tea Available in Relaxation Area
  - Social Distancing required for Indoor and Outdoor Relaxation Areas
- Increased DIY Experiences in Treatments rooms
  - Self-Applied Scrubs and Muds
  - Bath Soak Menus
- Additional Couple's Suite Experience
  - DIY Scrub and Soak
- We have developed self-guided meditation and breathing exercises
- New Private Outdoor Treatment areas available for Massages
- Temperature Check for all staff required before all treatments
- New Pre-Treatment "Ritual" of Temperature Check and Hand washing in front of guest
- Treatments may be done with Guests fully clothed
- Guests will be assigned locker in advance and will receive face masks at check-in

- RECEPTION AND RELAXATION AREAS
  - Clean and disinfect all areas
    - Items on desk/counter surface
    - All hard surfaces and seating areas
    - Spray Furniture with Neutral Disinfectant Cleaner
  - Clean and disinfect high-touch areas
    - Door handles, Tables
  - Spa Menus will all be one time use on disposable recyclable paper
  - All Magazines and Shared Publications have been removed
    - Please refrain from using books on the shelves at this time
  - Immune Boosting Treatment Menu
    - One time use biodegradable disposable cups
  - Snack selection available with individual sealed bags
  - All retail items will be made available through Spa receptionist and will be properly sanitized and provided in individual sealed bags
  
- TREATMENT ROOMS
  - All Treatments rooms will be sanitized with Electrostatic Sanitizing Sprayers after every use
  - Clean and disinfect high-touch areas
    - Door handles, Light Switches, Counter tops
  - Clean and disinfect hard surfaces
    - Treatment tables, Trolleys, Door Handles, Light Switches, Countertops
  - Clean and disinfect soft surfaces
    - Face cradles
  - Additional time has been added between treatments for rooms to be sanitized properly
  - Immune booster provided post treatment for all guests
  
- LOCKER ROOMS
  - Assign guest lockers to guests
    - Make sure lockers are pre-locked to prevent contamination and ensure guests use assigned locker
    - Robes and Slippers will be provided in assigned lockers in individual sealed bags for one-time use
    - We have Replace shared/reusable amenities with only single-use options
    - Clean and disinfect showers
    - Develop a plan for sanitizing lockers, vanities, showers, etc. after use by guests
    - All Guests Sandals are cleaned and sanitized after every use
  - Restrooms
    - Clean and disinfect hard surfaces and high-touch areas
      - Door/stall handles, Light switches, Sinks, Faucet and handles, Toilet paper/paper towel dispensers, Toilet handles, Toilet seats/tanks
  - Steam Rooms
    - Clean and disinfect steam rooms
    - Clean all surfaces with soap and water

- Disinfect all surfaces with a solution containing at least 80 percent isopropyl alcohol
  - LAUNDRY
    - All linens and Towels will be removed in Sealed Plastic Bags and sent out for proper cleaning
  - We will limit the number of guests in the Locker rooms to 3 at a time
- ASSOCIATES AREAS AND SUPPLIES
  - Clean and disinfect hard surfaces
    - Workstations and Chairs/stools
    - Skin Care Equipment
    - Disinfect storage areas, including containers where tools and implements are stored
    - Clean and disinfect tools and implements in accordance with governing standards
  - Social Distancing guidelines must be followed for all staff in Back of the House and break areas
- FITNESS CENTER
  - The Fitness Center is temporarily closed. Upon reopening:
  - Will maintain proper cleaning standards and monitor number of guests to maintain social distancing
  - Fitness equipment will be moved to accommodate the proper 6' for social distancing
  - All fitness equipment will be cleaned and sanitized on an increased frequency rate
    - A sign will be placed on the machine to inform the guest it has been sanitized
  - Stretch Area Flooring will be sanitized every 30 minutes
  - Touchless Hand sanitizers are mounted in multiple locations of the fitness center
  - Sanitizing wipes are available near the entrances for guest use
  - Towels will be delivered to the fitness center in sealed one-time use bags
  - Staff will maintain guest distance while cleaning equipment
  - We are asking guests to maintain social distancing while working out