Ayres Cares

CLEAN & SAFE STAY

Updated May 26th, 2020

WE CARE ABOUT PEOPLE • WE VALUE TEAMWORK • WE DELIVER RESULTS

A message from the Ayres Family

At Ayres Hotels, our core beliefs are founded on the principles of caring about people, valuing teamwork and delivering results. As we navigate this time of uncertainty, we believe our ability to adapt while maintaining these values will pave our way through the challenges ahead.

With so much uncertainty surrounding this pandemic, we want to assure you that the health and well-being of our guests and team members have been, and always will be, our top priority.

To ensure your safety, we have stepped up precautionary measures by implementing our Ayres Cares Clean & Safe Stay program that adheres to the American Hotel & Lodging Association's (AHLA) Safe Stay - Enhanced Industry-Wide Hotel Cleaning Standards, CDC guidelines, and CAL/OSHA requirements.

The program includes:

- Increased frequency of cleaning, sanitizing and disinfecting of public spaces, guestrooms, and back of house with attention to commonly touched surfaces

- Use of EPA certified cleansers that are CDC compliant and effective against contagious viruses, bacteria and other airborne and bloodborne pathogens including Human Corona Virus, Influenza, Adenovirus type 4 and many others.

We are truly grateful for the confidence you have placed in us as your host and hope that our detailed plan will provide peace of mind during your travels.

-The Ayres Family

Cleaning Products & Protocols

CLEANING PRODUCTS

We are using EPA certified cleansers that are CDC compliant and effective against contagious viruses, bacteria and other airborne and bloodborne pathogens including Human Corona Virus, Influenza, Adenovirus type 4 and many others.

PUBLIC SPACES

We are increasing frequency of cleaning and implementing enhanced sanitization protocols with particular attention to commonly touched surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys, locks, ATM's, handrails, gym equipment, business center, dining surfaces and seating areas. In accordance with physical distancing guidelines, furniture layouts, pool seating and dining rooms are rearranged to allow for 6 feet of separation. Team members are practicing social distancing and monitoring public areas to ensure proper queuing.

GUEST ROOMS

We have incorporated enhanced cleaning and sanitization protocols into our standard operating procedures for cleaning guestrooms that include particular attention to commonly touched surfaces including, remote controls, toilet seats and handles, door and furniture handles, water faucet handles, refrigerators, nightstands, telephones, in-room control panels, light switches, alarm clocks and luggage racks (Figure 1: Commonly Touched Surfaces) To limit the risk of transmission, housekeeping will not enter a guestroom unless specifically requested by the guest. In addition, paper amenities and collateral have been reduced.

Figure 1: Commonly Touched Surfaces

1 **HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs, drapery pull handles

2 **SWITCHES**
Lights, lamps, and switches

3 **BATHROOM**
Toilet handles and seats, splash walls, shower/tub controls and faucets

4 **BATHROOM AMENITIES**
Individual amenities, tissue boxes, soap dishes, amenity trays and hairdryer

5 **CLOSET AMENITIES**
Iron, luggage racks, safe and keypad

6 **KITCHENETTE AMENITIES**
Sink, refrigerator, microwave, coffeemaker

7 **HARD SURFACES**
Tables, desks, nightstands

8 **BED & BEDDING**
All linens including pillowcases and sheets

9 **PHONES, REMOTE CONTROLS, AND CLOCKS**
Handsets, dial pads, buttons

10 **CLIMATE CONTROL PANELS**

**Room layouts & amenities may vary per property and room type*

FOOD & BEVERAGE

Our food & beverage services are being reviewed and modified in accordance with local, state and federal guidelines. Self-service buffet amenities have been temporarily discontinued to limit the risk of transmission. Alternative dining options may include pre-packaged items with single-use utensils depending on the hotel.

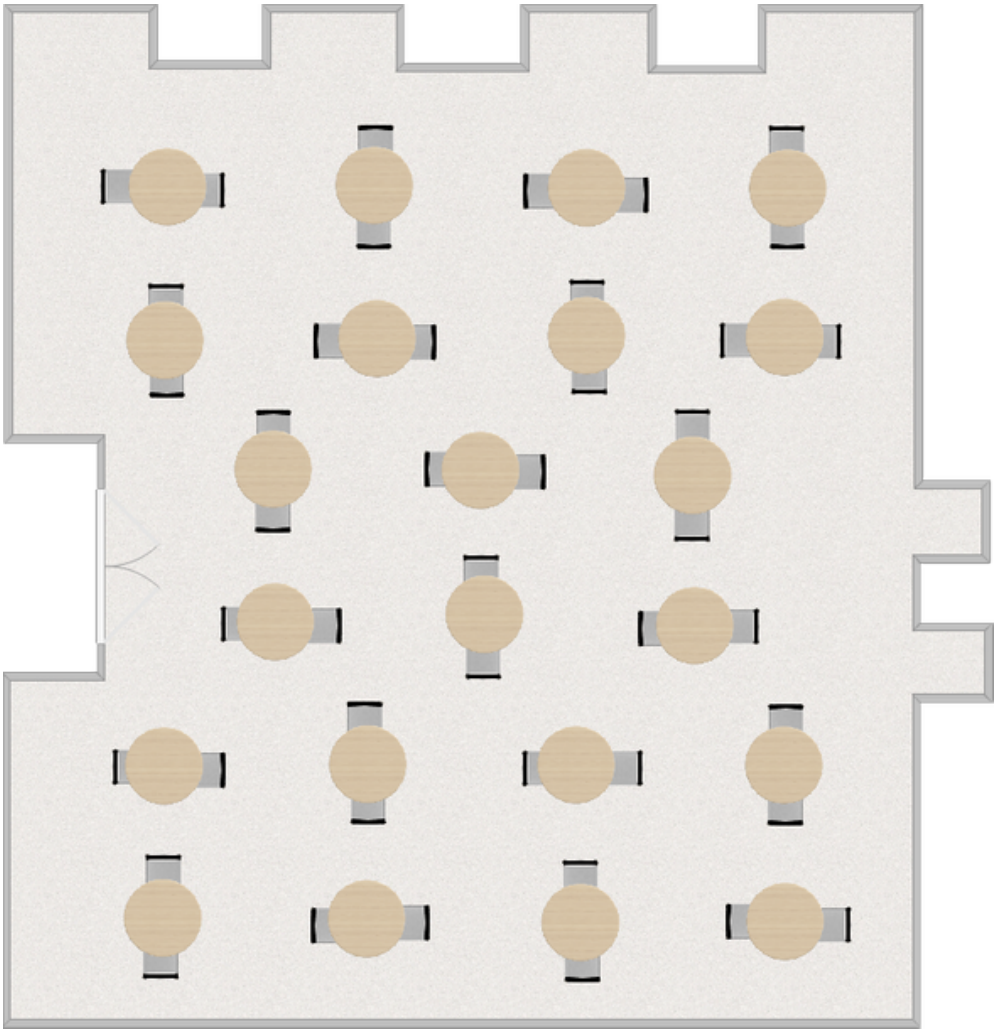
MEETING & EVENT SPACES

We are sanitizing and disinfecting equipment and meeting amenities before and after each use. Our meeting configurations have been modified to allow for physical distancing between guests (Figure 2: Meeting Configurations).

Figure 2: Meeting Configurations

ROUNDS

Seats 44



⋆Meeting space size and occupancy may vary per property. Sample meeting space from Allegretto Vineyard Resort (Veneto Ballroom & Conference Center).

LAUNDRY

We are washing linen at high temperatures in accordance with CDC guidelines.

GUEST ELEVATORS
Buttons and railings are disinfected at regular intervals throughout the day.

ROOM RECOVERY PROTOCOL
In the event of a presumptive case of COVID-19, we will remove the guestroom from service and quarantine it. We will then follow enhanced safety protocols to sanitize and disinfect the guest room using EPA certified cleansers that are CDC compliant.

Team Member & Guest Health

PHYSICAL DISTANCING - Team members and guests are advised to practice physical distancing from others, maintaining at least 6 feet of separation.

HAND SANITIZER - Hand sanitizer stations are placed in appropriate locations in the hotel for both guest and team member use.

PUBLIC SPACE SIGNAGE - Health and hygiene reminders regarding social distancing, cleanliness, and use of masks are placed in appropriate areas of the hotel.

TEAM MEMBER SIGNAGE - Health and hygiene reminders provided by CAL OSHA are placed in breakrooms and team member bathrooms.

CASE NOTIFICATION - Confirmed cases of COVID-19 will be immediately reported to local health authorities and will follow appropriate actions recommended by the CDC.

Team Member Responsibilities

TEAM MEMBER HEALTH CONCERNS - Team members are instructed to stay home if sick and report to a manager if they or another team member exhibit any symptoms of COVID-19.

HAND CLEANING - Team members are instructed to frequently wash their hands with soap for at least 20 seconds before and after each shift and following any of the activities which include, using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

COVID-19 TRAINING - Regular meetings are conducted to reinforce best practices for personal hygiene as well as updated protocols and guidelines provided by local, state and federal health officials.

PERSONAL PROTECTIVE EQUIPMENT (PPE) - Appropriate PPE is available for team members. Team members are instructed to wear masks while on property and have been trained on proper use, handle and disposal of PPE.