



Health & Sanitation Guidelines

At Wave Resort, we are committed to maintaining a safe and stress-free environment for all guests and team members. Please find our Covid-19 related policies, procedures and protocols below. We closely monitor government policy updates, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements to make appropriate adjustments as necessary.

Employee and Guest Health

- **Physical Distancing** – All persons should practice physical distancing by standing at least six feet away from other groups of people not traveling together while standing in lines, using elevators or moving around the property. Restaurant tables, lobby seating, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.
- **Hand Sanitizer** - Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting spaces, elevator landings, pool, salon and fitness room. Hand sanitizer will be provided in guest rooms.
- **Signage** - There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.
- **Guest Health Concerns** - Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property, and are ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel staff (guests).
- **Case Notification** - If we are alerted to a presumptive case of COVID-19 at the resort, we will work with government officials to follow the appropriate actions recommended.

Guest Arrival

- **Sanitation and Mask Usage** - A Wave Resort staff member will greet each guest as they arrive to the resort. Guests will be asked to use hand sanitizer and to wear a mask. If the guest does not have a mask, they will be provided one. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort. Guests refusing to wear a mask or abide by these policies will be asked to leave the premises for the safety and wellbeing of other guests and team members.
- **Guest Arrival Valet, Taxi, or Ride Share** - Guests will enter the resort through doors that are either propped open or manually operated by an employee. Employees will not open the doors of cars or taxis. If Bell service is temporarily unavailable, guests may use a bell cart which will be sanitized after each use. Valet parking services will be suspended until it's safe to implement.
- **Hotel Guest Elevators** - An employee will be present to sanitize the button panels at regular intervals, at least



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twice per hour. Signage will be posted to explain the current procedures. Elevator rides should be limited to only the people in a single party whenever possible. No more than four guests will be permitted per elevator.

- **Guest Sanitation Amenities** – A welcome letter and bottle of sanitizer will be provided in each guest room for guest use (subject to availability and stored out of reach of small children).

Cleaning Products and Protocols

- **Cleaning Products and Availability** - Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- **Public Spaces and Communal Areas** - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counter, bell carts, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATM, fitness equipment, dining surfaces and seating areas.
- **Guest Rooms** - Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch 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.
- **Laundry** – All bed linen and laundry will be changed daily and continue to be washed at a high temperature to sterilize and clean in accordance with CDC guidelines.
- **Room Recovery Protocol** - In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.
- **Air Filter and HVAC Cleaning** - The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange has been maximized.

Hotel Operations

- **Physical Distancing Protocol**
 - Employees are using separate counters and have individual stations to eliminate shared equipment
 - Maximum of two employees at counter
 - Greeters at the front door and inside the lobby will control physical distancing
 - We are encouraging the use of e-mail and contactless technology for all guest transactions
- **Guest Considerations**
 - All guest packages will be placed in single-use plastic bags. Guest packages delivered to the rooms will be placed outside the guest room. Guests will be alerted by the Front Desk that a package has been delivered.
 - Dry cleaning and guest laundry services are suspended until further notice.

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- Ice will continue to be delivered by hotel staff through In Room Dining. Guests will be contacted by phone of all ice deliveries being left outside of the guest room doors.
- **Pool Operations**
 - Lounge chairs, once permitted, will be sanitized after each use
 - Lounge chairs will be pressure washed and sanitized with appropriate chemicals each night
 - Towel desk, entry kiosks and all other desks and counters will be sanitized at least once per hour
 - Lifeguard stands will be sanitized upon rotation
 - Lounge chairs will be set and configured with appropriate physical distancing
 - Physical distancing will be exercised within the pool and monitored by lifeguard and hotel staff
- **Beach Operations**
 - Lounge chairs will be sanitized after each use
 - Umbrellas will be sanitized after each use
 - Lounge chairs will be set in pairs with appropriate physical distancing, and customized as needed by beach staff
- **Housekeeping**
 - Guest linen will be delivered and removed from guest rooms in protective bags
 - To minimize contact between guests and housekeeping staff while cleaning hotel rooms; room attendants will offer to return at an alternate time for occupied rooms
 - Specific sanitation consideration will be paid to the following guest room areas
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

Food and Beverage

- **Restaurants and Bars Cleaning & Sanitizing Protocol**
 - All managers receive a Serve Safe Certification in addition to the state Department of Health certification
 - Anti-microbial mats are placed in kitchen and restroom areas.
 - Hand washing and change of gloves is mandatory every 30 minutes and at the beginning and completion of each task.
 - Host Podiums including all associated equipment to be sanitized at least once per hour
 - Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager



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- Computer terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- Sanitize trays and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour or between prep activities
- Silverware for guests will be sanitized and maintained in enclosed packaging
- Kitchens will be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared will be transferred to other employees using contactless methods (leaving on expediting tables, etc.)
- All hand tools behind the bar will be sanitized once per hour and between uses.
- All food contact surfaces behind the bar will be sanitized before and between uses.
- **Dining Experience**
 - Face coverings are required up to the time of table seating and while navigating the restaurant, including in restrooms.
 - Upon being seated, guests will find nothing on the table. Rolled silverware will be placed after guests are seated
 - Sanitizer and safety stations will be available for guest use.
 - Single use disposable menus will be used in addition to mobile menus which guests will be encouraged to use.
 - Wine menu will be available online to facilitate guest access.
 - Condiments will be served as appropriate with dishes and to each guest at the table. Salt and pepper will be served on request and sanitized before and after each use.
 - Contactless payment will be offered to guests in addition to standard tender practices. If a physical credit card is used, the guest will be offered a sanitizing wipe upon return
- **Physical Distancing Protocol**
 - Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
 - Incomplete parties will not be seated.
 - No more than six guests will be seated at any table. Chairs at one table are placed no closer than six feet from chairs at the next table.
 - Peak period queuing procedures to be implemented when guests are not able to be immediately sat
 - Tables and booths will be positioned with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
 - Bar stools will be removed or reduced to provide appropriate physical distancing
 - Manage the line flow at grab and go outlet to ensure coffee and food pick up areas remain appropriately



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distanced, and standing locations are marked at appropriate distances

- **Guest Considerations**
 - All self-serve condiments and utensils will be removed and available from cashiers or servers
 - All food and beverage items will be placed on the table, counter, or other surface instead of being handed directly to a guest
 - No self-serve food will be available
 - Single use cups for beverages will be used (no refills)
- **In Room Dining (IRD)**
 - Employees assigned to individual stations will sanitize their stations and all equipment at least once per hour and at each change of shift
 - Runners will sanitize all doors, handles and high contact surfaces at least once per hour
 - Set food in hallway and notify guest when it is outside of the guest's room – guests will retrieve their own items
 - Printed IRD menus to be sanitized between guests