

April 23, 2020

Dear Valued Client:

We are reaching out today to share with you the many steps we've taken to ensure your safety during this pandemic and also share how eager we are to welcome you back to our hotel.

Our hotel has responded aggressively to the pandemic through increased measures for social distancing, strict sanitation and disinfection protocols, associate awareness, training, and various other methods to help keep you and your meeting attendees safe and ensure you have the best event possible.

General Cleaning and Safety

We have always taken great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency with which our public areas, guest rooms, and facilities are deep-cleaned and disinfected, using hospital-grade disinfectants. We've also taken the following precautions:

- All hotel employees have completed enhanced COVID-19 prevention and preparedness training. All our associates are reminded daily of proper and frequent handwashing technique, emphasizing its importance in combating the spread of viruses.
- We insist that all associates wear masks and gloves at all times, whether they are interacting directly with a guest or another associate or indirectly via a common point of contact.
- We have taken serious measures to ensure social distancing and constantly reemphasize its importance. For example, the check-in experience at our front desk has been modified to eliminate all unnecessary contact, including through the use of custom-made glass shields. Our food and beverage operations have been modified to offer contactless ordering and delivery of a variety of delicious options.
- Signage throughout the hotel reminds guests of important safety precautions and directs them to ways to minimize contact and maximize social distancing.
- We offer hand sanitizer throughout the property for guest and employee use.

Physical Distancing During Your Event

No doubt you are concerned about how you can host an event that maximizes your group's time together while minimizing contact and proximity. To help alleviate your concerns, we have established a number of physical distancing protocols.

- Each meeting room has been reconfigured to ensure at least six feet of physical distance between attendees, with more space available as your event requires. We will work diligently with you on your event set up and delivery.
- This is a new world for all of us, and your attendees may not be comfortable or accustomed to working and collaborating in a modified way. Our associates are trained to

assist, and we can also make available to you additional resources to ensure enforcement of both generally accepted social distancing requirements as well as your own.

- We scatter breaks and traffic flows cleverly to eliminate any unnecessary congregation. Doors are marked as entrance and exit. Associates can be staffed as door attendants.
- We survey meeting attendees prior to arrival to reduce risks associated with guests who may be sick.
- Thanks to technology and our audio-visual partnerships, we have ways to make your event accessible even to attendees who can't or are uncomfortable joining physically.

Food and Beverage During Your Event

We want your event's food and beverage experience to be full-service, just as it would during any other time. We're taking steps to be able to provide you a full-service experience while maintaining the safety, sanitation, and physical distancing needs that are required.

- Coffee stations will be set up and manned by a server with appropriate protective gear and made to order and to go.
- Banquet food options will be individually wrapped and either delivered to seats or selected in well-ordered and spaced queues. External pre-packaged options are also available.
- Disposable yet sophisticated flatware is used to increase the level of sanitation.
- Again, proper signage and direction is key to making this a seamless experience for your attendees and guests.

Building Your Specific Event

With all these preparations already in place, we are ready to work with you to design your special event. We will uniquely diagram your space, identify your necessary equipment and meeting amenities, and develop a special food and beverage service. Furthermore, a number of additional options are available to provide even more safety and comfort to your meeting attendees, such as in-meeting disinfection, disposable covers, personal protective equipment packs, and much more.

When the planning is done, we will ensure that you are completely satisfied and excited for your event and comfortable it will take place in the safest and cleanest of environments.