

## Sheraton Arlington Coronavirus Protocols

We continue to monitor and update information, standards, and protocols based on information from the World Health Organization, Center for Disease Control and Prevention, the Marriott Brand Leadership and the State of Texas Health guidelines as outlined by the Governor's Office as well as other governmental agencies and industry groups. Below are highlights of our safe service and cleanliness plan. It does not include every detail of our plan, but a broad overview.

Guests of all Marriott properties will be required to wear face-coverings in common areas, regardless of jurisdiction beginning on July 27, 2020.

Our hotel teams are receiving ongoing briefings and enhanced training on operating protocols.

We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued to use "covid" grade disinfectant.

We have placed signage and lines reminding about social distancing in the lobby and restaurant area.

Employees to employ frequent hand washing. Signage posted throughout the property

Mandatory stay at home if employee doesn't feel well, is symptomatic or has temperature

Hotel gym is currently open with self-sanitation products available for guests. It is being fully cleaned by staff multiple times daily.

Face masks required in public areas by associates and gloves offered to all employees to be used at appropriate times. Vendors required to wear masks as well.

Training and ensuring associates use a cough and sneeze mouth covering etiquette

Mandatory temperature checks for all associates upon arrival of shift.

Non touch thermometers available to test associate or guest temperatures.

Plexiglass protectors installed at the front desk

Chip reader credit card machines to be wiped with disinfectant after each guest use.

We will continue to adjust our **food and beverage** service in accordance with current food safety recommendations.

- Masks required for all employees

- Masks for food prep at all times

- Hand washing between each interaction

- Gloves used when clearing used plates, glassware, utensils and trash

- To go service available

Currently 100% occupancy approved in restaurants and meeting space

Eliminate all fruit not meant to be peeled prior to eating

Banquet buffets and drink stations – groups choice if they would like to add attendants (fees will apply)

Eliminate perishable food on VIP Amenities. Only packaged items.

Disposable menus – one-time use.

No preset items in banquets unless covered

Multi- use snack dispenser removed from the club lounge. Club currently serving only prepackaged snacks and bottled/canned drinks.

### **Hotel and guestroom updates**

We have increased the deployment of antibacterial hand sanitizers throughout the property.

Housekeepers using gloves and masks.

All bed linens and towels to be removed and replaced between guests.

Glasses removed from the guest room leaving sanitary wrapped plastic cups only.

Removed all books, guest directory, pad and pen and ice containers.

No stay over room cleaning for safety of guests.

Television remote carefully cleaned and placed into a plastic bag.

High focus on high touch areas

Key cards are disinfected between uses. Keys dropped into the express key drop at check out

Any guest exhibiting illness will be contacted by management. Check in may be denied, room will not be cleaned if after check in and room will be left vacant for at least two days after departure.

Laundry team to use gloves and masks when handling dirty laundry

Removed the reading material from the guest computer area and the gym