



PRESS RELEASE

FOR IMMEDIATE RELEASE

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**EDGEWOOD TAHOE SET TO RE-OPEN, WELCOMING GUESTS BEGINNING MAY 15,
FOLLOWING TEMPORARY COVID-19 CLOSURE**

South Lake Tahoe's Iconic Resort Will Re-Open with New Protocols in Place to Ensure Health and Safety

STATELINE, Nev. (May 13, 2020) – Set along the beautiful shoreline of South Lake Tahoe's cobalt blue waters and overlooking the Sierra Nevada, **Edgewood Tahoe** is re-opening its doors beginning May 15, and ready to welcome travelers once again to experience the lodge's grandeur. Edgewood Tahoe has built its reputation on anticipating guest needs, leading hospitality trends and exceeding customer expectations with elevated offerings and anticipatory, luxury service. Following the successful reopening of the famed Edgewood Golf Course on May 4, The Lodge at Edgewood is following suit, with newly instated health and cleaning protocols, created to set the backdrop for worry-free travel.

"When we welcome guests back to The Lodge at Edgewood Tahoe, we want them to have the peace of mind they are used to experiencing when they escape to our lakefront resort," said General Manager Corinna Osborne. "We have been able to retain and pay our staff through our downtime, uniquely positioning us to relaunch with our dedicated, original team that has been trained on the resort's new cleaning protocols—an integral piece of the puzzle to help us ensure our guests have the exceptional experience they have come to expect from Edgewood Tahoe."

As a 2020 Forbes Travel Guide Four-Star recognized hotel and spa, Edgewood Tahoe has continued to make health and sanitation safety its first priority, closely monitoring government policy changes; Centers for Disease Control (CDC) guidelines; federal, state, and local government mandates, and public health advancements. Upon arrival, the guest journey at Edgewood centers around physical distancing in a safe and pristine environment. Quintessential communal amenities, such as the evening s'mores cart, have been updated to ensure safety and physical distancing, while still delivering the four-star luxury service guests expect—with individually wrapped s'mores packages. Guests will also receive a welcome amenity that includes a custom face mask, hand sanitizer and wipes for additional on-the-go safety throughout their visit. Once on property, guests will be able to partake in the popular Star Tours series, immersed in the starry skies above, or to cozy up by the firepits for caricatures, ukulele lessons or evening s'mores featuring a periodic drop-in from a local Mark Twain impersonator, who is known to regale guests with tales of escapades in the Sierra. Edgewood Tahoe's restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group of guests, with dining available on a reservation-only basis. The Bistro was the resort's first dining concept to re-open on property, welcoming guests with reservations beginning Tuesday, May 12 with a robust menu of signature offerings. Spa Edgewood's salon will reopen with the Lodge on Friday, May 15, with strict capacity and health measures in-place for the safety of both staff and guests.

The resort is continuing its mission to cultivate a community that revels in the balance between a wellness-forward lifestyle, paired with laidback, lakefront luxury. The Lodge at Edgewood will re-introduce its daily mountain morning yoga in June, with outdoor programming that takes advantage of the resort's 235-acre wooded bastion. Spa Edgewood will reopen once requirements from State and Federal Authorities, including the Nevada Board of Cosmetology, are received and implemented. In the interim, the team at Spa Edgewood is curating a menu of "hands-off" services including a Reiki Energy Healing experience—a touchless method of spiritual healing and self-improvement, as well as a self-guided Hypervolt Massage—also a touchless experience where master therapists will guide a client through massage techniques using the technology of Hypervolt to alleviate sore muscles and relax away tension.

Summer / Fall rates start from \$449 / \$329 per night respectively. Additional information and packages are available at the property's newly reimagined and designed website <https://edgewoodtahoe.com/>

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About Edgewood Tahoe

More than an alpine lodge, Edgewood Tahoe has crafted a new beginning in a storied setting where casual comfort effortlessly blends with classic refinement. The 235-acre, LEED-certified lakefront resort – with the area's only private beach – boasts 154 luxury guest rooms and suites, an 18-hole championship golf course, 8,500 sq. ft. spa, salon, three acclaimed restaurants, a 3,000 sq. ft. ballroom, premium shopping and much more. The award-winning property serves as an escape for guests seeking the best of both worlds: an authentic, elevated experience coupled with the magnificence of the country's most stunning natural surroundings.

About L.V.X.

The Preferred Hotels & ResortsSM L.V.X. Collection represents renowned properties that feature the finest accommodations coupled with attentive, engaging, and exclusive personal service. These worldly and illustrious hotels, located in vibrant city centers or destination escapes, provide guests with notable inspirations and memorable experiences through exceptional dining, entertainment, and spas.



EDGEWOOD
TAHOE RESORT

HEALTH & SANITATION PROGRAM

The health and safety of our guests and Team Members is our number one priority. Below is a summary of the protocol and steps we will be taking during this time-period and our commitment to all while at the resort. Edgewood Tahoe is closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, Federal, State, and Local government mandates, and public health advancements. We will continue to make changes as necessary or appropriate to our protocols and procedures.

TEAM MEMBER & GUEST HEALTH

Physical Distancing

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while in public areas, using elevators or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Team Members will be reminded of hygiene and practice physical distancing by standing at least six feet away from guests and other Team Members whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers will be placed at key guest and Team Member entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, pool, spa/salon and exercise area.

Signage

There will be health and hygiene reminders throughout the property, including entrances, public areas, restaurants, retail outlets, and common outdoor areas.

Team Member & Guest Health Concerns

We will be ready to provide support to our guests should they have health concerns during their stay. Should an in-house guest present with a fever, cough, shortness of breath, or other known symptoms of COVID-19, we recommend staying in the room and please contact the Front Desk or Safety Department. At guest request, local paramedics will be contacted for assistance. For convenience, contact information and associated COVID-19 hotlines for local medical facilities is provided below.

Barton Memorial Hospital (main line):

(530) 541-3420

Barton Memorial Hospital COVID-19

Clinical Health Line (non-emergency):

(530) 600-1999

Carson City & Douglas County Health

Department (non-emergency, 8am-5pm):

(775) 283-4789

Team Members are instructed to stay home if they are sick, and a daily self-health assessment will be completed prior to commencing work.



Case Notification

If we are alerted by state or local agencies, or medical provider, to a presumptive or confirmed case of COVID-19 at the resort, we will work with agencies and providers to follow the appropriate actions recommended by them.

TEAM MEMBER RESPONSIBILITIES

Edgewood Tahoe Team Members are vital for an effective sanitation and health program.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Edgewood Team Members have been instructed to thoroughly wash their hands, or use sanitizer when a sink is not available, on a frequent basis. Hand sanitizer stations are available throughout operational areas.

COVID-19 Training

All Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, food & beverage, EVS, hotel operations, and safety & asset protection.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all Team Members based on their role and responsibilities and in adherence to state or local regulations and guidance. Gloves and face covers will be provided to Team Members whose responsibilities require them as determined by federal, state, or local agencies. Training on how to properly use and dispose of all PPE is mandatory.

THE GUEST EXPERIENCE

Guest Arrival

Each guest or patron will be greeted upon entry to the resort front gate and will be reminded to practice physical distancing and utilize proper hygiene. Lodge guests will be provided masks upon check-in. All guests are encouraged to wear face coverings when enjoying the resort.

Valet, Taxi or Ride Share

- Guests will enter the resort through doors that are either propped open or manually operated by a Team Member.
- Team Members will not open the doors of arriving cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Guest/patron parking: Limited self-parking will be available at guest request. Valet parking will be available subject to guest approval of vehicle sanitation.





Hotel Guest Elevators

A Team Member will be present to sanitize the button panels at regular intervals, at least once per hour. Signage will be posted to explain the current procedures, distancing and hygiene. Bell staff will be present at the 1st floor elevator lobby to assist guests if needed. For purposes of distancing, no more than one guest will be permitted per elevator unless present group is a family or traveling couple or group.

Guest Sanitation Amenities

Each Lodge guest will receive an amenity bag during check-in containing masks, hand sanitizer, sanitizing wipes, and a welcome card.

Cleaning Products and Protocols

Our resort 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 counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym 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

Laundry will continue to be washed at a high temperature and in accordance with CDC guidelines. Measures will be taken to eliminate excess contact during transport.

Shared Equipment

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Departments will be responsible for individual sanitation in respective areas of responsibility.

Room Recovery Protocol

In the event of presumptive or positive case of COVID-19 the guest's room will be removed from service and will undergo an enhanced sanitization protocol by a licensed third-party expert and approval by state or local agencies.

Air Filter and HVAC Cleaning

The frequency of air filter replacement has been increased and fresh air exchange will be maximized to the extent possible.

Queuing

Any area where guests or Team Members queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, valet lines, and food outlets that have implemented take-away options. Dine-in restaurants will require reservations to reduce or eliminate queuing. In-room check-out will be strongly encouraged.

Hotel Front Desk, Business Center and Concierge

Agents will utilize every other workstation to ensure separation between Team Members whenever possible. Occupancy of the business center will be limited to meet distancing standards.

Restaurants and Bars

Restaurants and bars will reduce occupancy to meet state requirements and allow for a minimum of six feet between each seated group/party of guests. Restaurant patronage will be offered on a reservation-only basis.



Meeting and Convention Spaces

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Outlets

Guest occupancy limits will be enforced to allow for appropriate distancing at our retail outlets. In addition, physical barriers will be placed at point of sale to maintain separation between guests and Team Members.

OPERATIONS

Property gate access for established reservations only- Lodge, Golf, Salon and Bistro.

Golf Operation

7 days, Tee Times available from : 8AM — 4PM

- Must have established tee time.

Golf Shop

7 days, 7AM — 5PM

- Maintain physical distancing guidelines.

Boutique

7 days, 9AM — 5PM

- Maintain physical distancing guidelines.

Adventure Shop

7 days, 7AM — 7PM

- Maintain physical distancing guidelines.

Snack Shack / Bar Cart

7 days, 9AM — 5PM

- Maintain physical distancing guidelines.



Bistro Restaurant

7 days, Breakfast 7AM — 11:30AM

Day Menu 11:30AM — 10PM

- Reservations Only
- Maintain physical distancing guidelines.

Brooks Bar & Deck

Opening June 1, 2020

7 days, 7AM — 9PM

- Reservations Only
- Maintain physical distancing guidelines.

Edgewood Restaurant

Wednesday - Sunday, 5PM — 9PM

- Reservations Only

Salon Edgewood

7 days, 9AM — 9PM

Schedule an appointment at 775.588.3486

- Reservations only, no walk-in appointments.
- Limited services available.
- Salon guests are required to wear a mask throughout their salon visit.
- Maintain physical distancing guidelines.

Coffee Bar

Saturday & Sunday, 6AM — 1PM

Spa Edgewood

Opening date to be determined based on regulatory approvals.

Pool & Hot Tub

Opening date to be determined based on regulatory approvals