

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.

MANDATORY FACE COVERINGS

Per state mandate, effective June 26, 2020, Edgewood Tahoe will require face coverings to be worn by guests, including adults and children over ten years of age, while inside of, or standing in line waiting to enter, any indoor public spaces. Public spaces include Lodge Great Room, Front Desk, Concierge, Coffee Bar, Adventure Shop, Boutique, Fitness Center, Clubhouse, Pro Shop, and all valet and arrival areas. Additionally, Lodge guests will be required to wear face coverings when utilizing Edgewood Tahoe shuttles. Team Members will continue to wear appropriate personal protective equipment based on their role and responsibilities and in adherence to state and local regulations.

Dining & Bars: Guests are free to remove face coverings once seated at a dining table or bar, whether seated indoors or outdoors. Restaurant tables and bar chairs are arranged to ensure appropriate physical distancing.

Outdoor Areas: Guests are free to remove face coverings when in outdoor areas while adhering to physical distancing requirements by standing six feet apart from people not in their immediate travel group. This includes Edgewood Tahoe Golf Course, pool, and beach areas. If six feet of physical distancing is not possible from those not in your travel group, face coverings must be worn.



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.

Pool Operations

Chaise lounge chairs and high contact surfaces in cabanas to be sanitized after each use. Entry kiosk, doors, and all other desks and counters to be sanitized at least once per hour. Pool seating will be configured to allow for at least six feet of separation between groups of guests. Seating will be reduced within the Pool Bar area to maintain appropriate distancing. A Pool Attendant will be present to monitor distancing and occupancy and assist with guest needs. Self-serve stations for amenities such as complimentary sunblock or beverage will be removed to eliminate contact points. The hot tub will remain closed until further notice.

Cleaning Products and Protocols

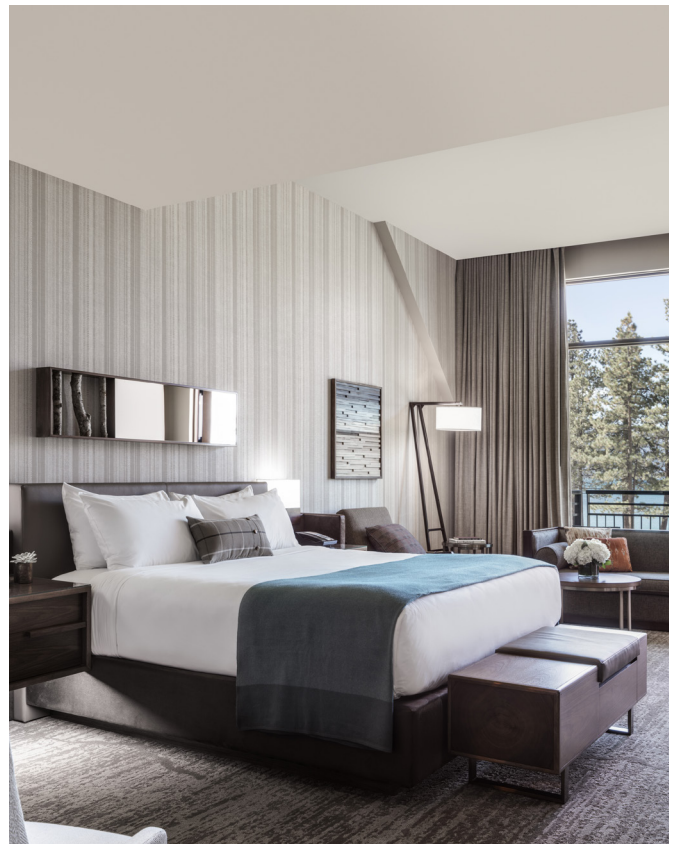
Our resort uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning 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 access for established reservations only.

Golf Operation

7 days, Tee Times available from : 7AM — 5PM

- Must have established tee time.

Golf Shop

7 days, 7AM — 5PM

- Maintain physical distancing guidelines.

Boutique

7 days, 9AM — 8PM

- Maintain physical distancing guidelines.

Adventure Shop

7 days, 7AM — 9PM

- Maintain physical distancing guidelines.

Snack Shack

7 days, 9AM — 6PM

- 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

7 days, 11AM — 9PM

- Reservations Only
- Maintain physical distancing guidelines.

Edgewood Restaurant

7 days, 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.

Spa Edgewood

7 days, 9AM — 9PM

Schedule an appointment at 775.588.3486

Reservations only, no walk-in appointments.

Coffee Bar

7 days, 6AM — 1PM

Pool

7 days, 9AM — 9PM

- Maintain physical distancing guidelines.