

The *Oh* WELL Property Program

The number one priority for Ocean House Management Collection is the health and safety of our guests and our associates. We understand now more than ever, you need to have a great deal of trust and flexibility in your choices away from home. As a result, we want you to know about our new processes and protocols as you plan ahead. Our goal is to provide an outstanding experience and Five-Star service combined with new safety standards so you can have an enjoyable visit.

BACKGROUND

Ocean House Management Collection is consulting with leading authorities in health and epidemiology, including Dr. David Lucas, Director of Research Administration in the Department of Immunology at Harvard Medical School. As a result, we have developed a **Covid Clean Plan** with protocols in each of our departments.

The property has been deep cleaned and sanitized. We are maintaining a frequent schedule of sanitizing and cleaning.

Each of our associates have signed a “healthcare commitment” like many hospitals, including temperature taking, hand washing and other health practices. Any team member who has any reason to believe that they may have been exposed, are at risk and/or are exhibiting symptoms have access to a special paid time off program.

All associates will wear masks and gloves until further notice.

PLAN WELL

- For accommodations, we have relaxed our cancellation policies to remain flexible.
- For dining and events in public areas, reservations will be required so that we can ensure our seating layout meets appropriate social distancing guidelines.

ARRIVE WELL

- Arrivals will be spaced out to allow for individual guest check in. Guests will be greeted at the front drive.
- Our bell valet teams will welcome our hotel guests and offer them option for valet or self-park.
- Check in will be expedited to accommodate minimal contact for the guest. We will encourage one family/couple to use the elevator at any given time.
- Luggage will be placed in rooms and any surfaces touched will be sanitized.

BE WELL

- Hand sanitizer stations are located throughout the property. Common areas are regularly cleaned and disinfected.
- Disposable masks and gloves are available upon request to our hotel guests.
- Transportation will be handled individually to accommodate safe distancing. Our complimentary house cars will be available and will be sanitized prior to each use.

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STAY WELL

- Whenever possible, hotel rooms and suites will be left empty for 24 hours between check out and check in, providing added assurance for guests.
- Complimentary in-room amenities including snacks will feature single packaged items.
- Hand sanitizer wipes will be placed in each guest room for personal use throughout the stay.
- The Molekule, a medical grade air purifier proven to destroy airborne viruses and bacteria, will be in all guest rooms as an added measure of cleanliness.
- Guests will have a choice in their housekeeping services during their stay. Options include: 1) daily service including daily make up and evening service; 2) limited service which includes a once-a-day room make-up; and 3) a daily drop-off service including terry and linens. Additional requests can be made at the guest's discretion.

DINE WELL

- To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for six feet between tables.
- Enhanced food and beverage safety guidelines are being followed and surfaces are sanitized with increased regularity.
- Menus will be used once for guest use, or will be displayed for viewing.
- One restaurant will have a “fast-casual” style with a window pick-up to reduce interaction for guests.
- A family-style menu can be ordered and delivered anywhere on property (e.g., cabana on the beach, picnic table on lawn, terrace of a suite, etc.) to give guests an opportunity to dine together.
- In-room dining services will continue to be available.

PLAY WELL

- Beach seating will be configured to allow for social distancing between groups of guests, with groups limited in size.
- Wine tastings and culinary classes can be enjoyed with a limited amount of guests to allow for social distancing.
- Outdoor activities (e.g., croquet) are available with an advanced reservation and appropriate social distancing.
- Private chef classes and meals for families, couples and individuals are still available for a fee.
- We will follow the CDC and State guidelines for maximum number of people in a group.
- Private sitters will be available with certified babysitters with advance booking.

SPA WELL

- Associates and therapists will wear masks, and will change apparel after each guest treatment.
- Increase of time between spa treatments, to allow for in-depth sanitizing of treatment room.
- The fitness center will be open based on CDC and State guidelines.
- Areas will be cleaned frequently, and will be monitored by an associate, and social distancing will be observed.

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MEET WELL

- Meeting and event set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and State recommendations.

FAREWELL

- Departure times can be scheduled in advance with bell valet department to expedite service. Any areas touched on luggage items will be disinfected prior to placing into the guest's vehicle.
- Folios can be sent via email and approved by guests via return email, avoiding traditional front desk check out.

