

# The *Oh* W E L L 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 a high level of 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 until further notice.

## PLAN WELL

- 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.
- 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 guests.
- Transportation will be handled individually to accommodate safe distancing. Our complimentary Volvo house cars will be available and will be sanitized prior to each use.

*An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death.*

*By visiting this property you voluntarily assume all risks related to exposure to COVID-19.*

*All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities.*

The *Oh* WELL Property Program *continued*

**STAY WELL**

- 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.
- Guests will have a choice in their housekeeping services during their stay. Options include: 1) twice daily service, including morning make up and evening turndown; 2) once-a-day room make up; or 3) a daily drop-off of terry and linens.

**DINE WELL**

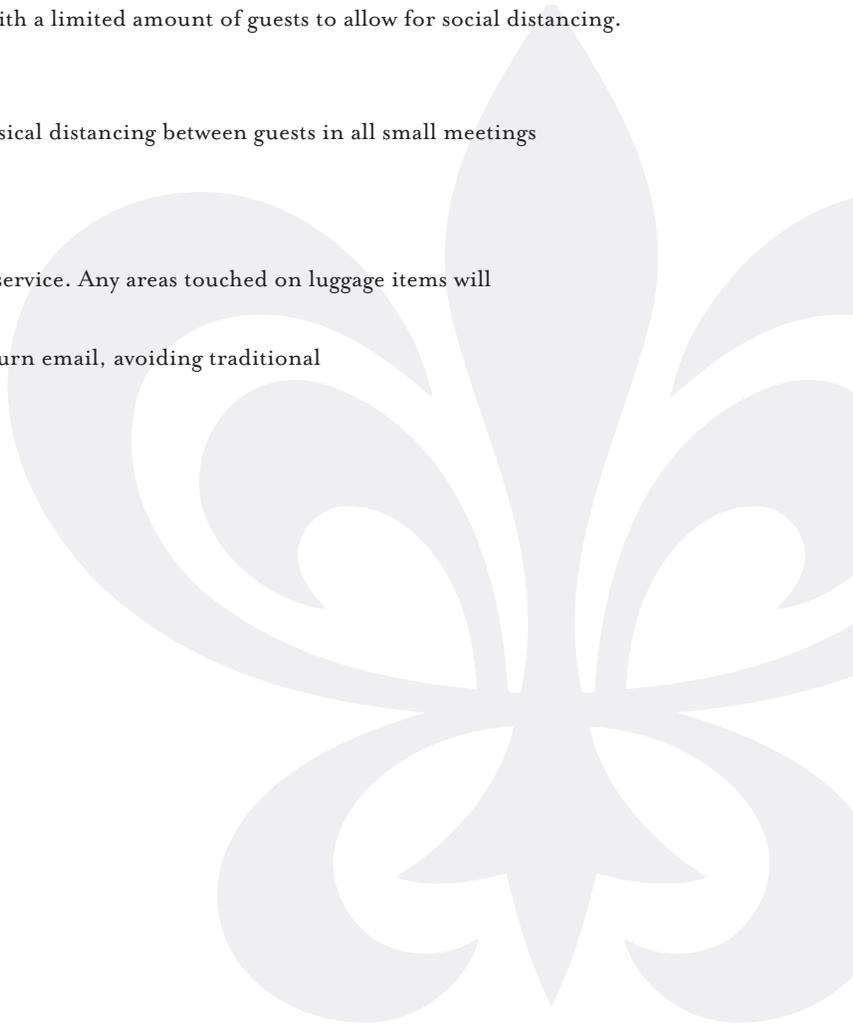
- To ensure a pleasant and safe dining experience, table spacing has been adjusted according to social distancing guidelines.
- Enhanced food and beverage safety guidelines are being followed and surfaces are sanitized with increased regularity.
- Menus will be used once for guest use, or will be displayed for viewing.
- In-room dining services will continue to be available.
- Wine tastings and culinary studio classes can be enjoyed with a limited amount of guests to allow for social distancing.

**MEET WELL**

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

**FAREWELL**

- Departure times can be scheduled in advance 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.



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