



Wellness, Health and Sanitation Program



GUEST CONSIDERATIONS:

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Where physical distancing is not possible, ‘sneeze guards,’ mask requirements, or usage limits and layout adjustments are in place.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.
- An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (optional).
- Guests enter through doors that are open or are automated or manually operated by an employee (if possible/practical).



- Employees do not open the doors of guest vehicles and there are no valet services, unless requested or special circumstances.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- If masks are required, the hotel displays signage prominently, outlining proper mask usage.
- Provide a spray bottle of sanitizer or wipes in each room for guest use (optional).
- Elevator button panels are sanitized at least once per hour, and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.
- Multi-use and unnecessary items and amenities are removed from guest rooms.
- Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible).
- Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- Dining services are updated to discontinue self-service buffets, using cafeteria style or grab-and-go services instead.
- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

EMPLOYEE CONSIDERATIONS:

- Employees are educated on COVID-19 and all guest protocols and procedures.
- Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- Housekeepers are required to wear masks and gloves, with eye wear highly recommended.



- Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- Employees are encouraged to check their temperature prior to their shift and not come to work if feeling sick. Ask employees if they are experiencing symptoms of COVID-19 (confidential medical record).

CLEANING PROTOCOLS:

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- EPA approved cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while be transported.
- Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued (optional).
- In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined; the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.



- The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.

The Guest Arrival Process:

- A Valet Attendant will greet each visitor to The Estate Yountville.
- Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort).
- Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will open the doors of cars or taxis while the employee wears gloves and will wipe the car door handle with sanitation every time after touching.
- All guests will be assigned for Seamless check-in to bypass the Front Desk and will be escorted to the guest room directly. Guests will be provided luggage service and the bell cart will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

Guest Arrival by TEY House Car

- Automobiles will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per Sedan.
- Guests will not be permitted in the front passenger seat.

Hotel Guest Elevators

- An employee 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.
- No more than four guests will be permitted per elevator.

Guest Sanitation Amenities

- Each guest will be delivered an amenity bag to their room containing masks, hand sanitizer and a COVID-19 awareness card.
- A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

Cleaning Products and Protocols



- The Estate Yountville uses cleaning products & protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne 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 and stair handrails, counters, 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

- All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines.
- Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House

- The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens and designated employee areas.

Shared Equipment

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee.
- 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.



- The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol

- In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined.
- The guest room will not be returned to service until case has been confirmed or cleared.
- In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the Napa County Public Health Department.

Air Filter and HVAC Cleaning

- The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Locations for the Distribution of Personal Protection Equipment (PPE):

Front of the House:

- At all resort entrance and exits
- Front Desk and Bar area

Back of the House:

- Employee entrance
- Department specific locations

Physical Distancing:

- Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing:

- Any area where guests or employees queue will be clearly marked for appropriate physical distancing.
- This includes check-in, check-out, elevator lobbies, shops and casual dining.

Hotel Front Desk and Guest Experience (Concierge):

- Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars:

- Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.



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 Spaces:

- In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools:

- Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House:

- Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee service areas and other high-density areas in order to ensure appropriate distancing between employees.

BACK OF THE HOUSE, ADMINISTRATION & SALES

Cleaning & Sanitizing Protocol

- Counters and equipment sanitized at least once per hour.
- Sanitize internet stations and post sanitation signage for guest reference.

Physical Distancing Protocol

- Employees to use separate counters and have individual stations to eliminate shared equipment.
- Maximum of two employees at counters.

Guest Considerations

- Discontinue print magazine and newspaper services throughout the property.
- All packages will be placed in sealed single-use plastic bags.
- Guests will be contacted in advance notifying them of packages received on their behalf.
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved.

FRONT SERVICES & AMBASSADORS

Cleaning & Sanitizing Protocol

- Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, bell carts, main entrance and drop-off/pick-up waiting areas.
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment.
- Bicycles, wheelchairs and other guest amenities to be sanitized after each use.
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface.
- Vending machines (break room and taxi tunnels) to be sanitized at least once per hour.

PUBLIC AREAS & COMMON SPACES

Cleaning & Sanitizing Protocol

- Employees to sanitize the following areas at least once per hour:
 - All elevators
 - Credenzas
 - Staircase handrails
 - Employee dining tables and counters
 - Employees to sanitize the following areas at least once per hour
 - Hotel entry doors
 - Exterior benches
 - Trash bins
 - All Front of House (FOH) restrooms to be sanitized at least once per hour.

Physical Distancing Protocol

- Six feet distance between guests & associates.

FRONT OFFICE

Cleaning & Sanitizing Protocol

- Sanitize all guest touchpoints after each transaction including but not limited to:
 - EMV Credit Card Devices
 - Writing instruments
 - Registration countertops



- Room keys to be sanitized before stocking
- Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change.

Physical Distancing Protocol

- Ambassadors to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity.

HOUSEKEEPING

Cleaning & Sanitizing Protocol

- Carts, trolleys and equipment to be sanitized at the start and end of each shift.
- Guest linen will be delivered and removed from guest rooms in single use sealed bags.
- Pillow protectors on the guest room beds are to be changed daily.
- All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use.
- Back of house restrooms will be sanitized at least once every four hours.
- House phones, in unsupervised/controlled areas, to be removed.

Physical Distancing Protocol

- Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms.

Guest Considerations

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD).
- Disposable collateral to be disposed and changed after each guest.
- Newspapers and magazines will not be provided.
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
- All guest amenities to be packaged before being placed in room.
- Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories



- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

SPA & FITNESS CENTER

- Implement and promote treatments that do not require touch such as o2CHAIR, Thai or shiatsu massage (performed over clothing), Chair massage, outdoor wellness programming, experiential (scrub bar) and "virtual" skin care consultations for product sales.
- Only book the five rooms with showers so people can use private showers at first.
- Based on availability, ensure providers alternate treatment rooms to avoid using the same room and allow treatment rooms to air out.
- Adjust operation Hours and days.
- Promote in-room massages at each Hotel.
- Limit number of occupants in the following locations:
 - Hot tub (3)
 - steam room (2)
 - sauna (2)
 - lounge (3)
- Allow appointments to start at the top of the hour, and every fifteen minutes thereafter to increase social distancing for arrivals, departures and inside the Spa facility.
- UV sterilizer and autoclave for tools and implements in dispensaries.

Cleaning & Sanitizing Protocol

- Wipe down guest's side of the desk, including pull out trays, folio folders, door handles, retail items.
- Guest pens are individually packaged and kept by guest after use.
- Spa made hand sanitizer at reception desks and sanitation stations throughout Spa including locker rooms, lounges and treatment rooms.
- Estate Logoed masks available for purchase. Disposable masks available upon request.
- Tour of the locker rooms will be conducted after the guest has changed into robe and slippers to avoid the guest walking with their shoes around the wet areas.
- Lockers will be assigned to each guest in consideration of social distancing guidelines.



- All lockers will be pre-locked to avoid guests from changing assigned lockers or from touching contents inside lockers.
- Lockers will be sanitized after each use by the attendants.
- Remove amenity items from vanity areas and stock lockers with individual vanity kits to avoid public use of items.
- Signage that states vanity / amenity items available upon request.
- Spa Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses.
 - Steam Room 110-115 F; Sauna 150-175 F
 - Infrared Sauna 120-130 F
 - Jacuzzi 100-104 F
 - Cold Plunge 50 - 55 F
- Ensure all guests wear towels while using thermal experiences.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- F&B offerings must be individually wrapped and single use.
- Offer fruit options that peel off such as bananas, oranges, grenadines.
- Recommend to all guests to shower pre & post treatments.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads.
- All linen in the treatment bed must be used and washed after each guest.
- Maintain HEPA air quality machine in each treatment room (alternate with OOO treatment rooms if necessary).
- Ensure autoclave cleaning is utilized with bags for additional measures.
- Ensure each autoclave bag is opened during the guest service (allow guests to see implements are in autoclave bag for added measure).
- Remove all testers from Spa boutique including:
 - Skincare
 - Body products
 - Make-up
 - Jewelry
- Testers will be kept behind the reception with a sign in the retail area advising guests that testers are available at the Spa Reception.
- Guests will not be allowed to "try on" retail apparel.
- UV Light Robot - Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals



Physical Distancing Protocol

- Practice social distance measures by marking floors in the Spa reception.
- Based on Spa size and lay-out configure Spa check-in to one area and Spa check-out to another area.

Guest Considerations

- Ensure the Spa website is updated with the most current information, including expected re-opening date, reduced hours of operations or limited facilities available (if applicable) including a re-opening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the Spa & Hotel moving forward.
- Control the message to re-assure guests that health & safety is always at the forefront of our Spa and industry and share standard practices we follow including the new and updated sanitation guidelines introduced during this time.
- Appointment Booking; Spa Concierge checks client and household symptoms within last 14 days and schedules appointment, adding any necessary notes to the booking.
- Spa Concierge sends email confirmation including; Booking Confirmation, COVID-19 Spa Policies and *Advanced Consultation Form (*required if the guest has booked outside of 2 weeks prior to appointment).
- Update automatic email confirmation with COVID-19 information
- Reservation stations will be 6 ft. apart.
- Move one Concierge desk to front of boutique and create a welcome ritual for each arriving guest that includes a warm, moist hand towels which also includes hand sanitizer.
- Add a warm and moist hand towel which also contains hand sanitizer to the treatment room welcome ritual.
- Welcome guest with Thai style greeting - palms pressed together in a prayer-like fashion.

Employees

- Spa Attendant stationed in locker room at all times during operating hours.
- All team members will be certified upon returning to work on State Board and Estate guidelines on sanitation and cross contamination.
- Work stations will not be shared and will be sanitized between each use including:
 - Headsets
 - Telephones
 - Desks



- Keyboard
- Mouse
- Laptops
- Stationary
- All employees to wear gloves and masks including Service Providers.
- Sanitize (Cavacide spray and wipes) and quats in the facial rooms.
- Labeled dirty and clean esthetic implements in facial rooms.
- Cleaning time will be included before or after a lunch break to allow for sanitization and treatments will have 30 minutes in between each service to allow for treatment room cleaning and sanitation.
 - Provider must wipe down counters, bottles, cabbies, trays, head rests, treatment tables, massage oil bottles and skincare products.
- Each employee uses their own pen during shift and commit only to using their pen.
 - If needed, flag pen with tape labeled with employee's name.
- As a precautionary, inventory deliveries will not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.
- Employees may keep a spare clean uniform at work, so they can change during their shift if they feel it is required.
- Alternatively, providers should clean and disinfect their uniforms by spaying a skin safe disinfectant after each treatment.
- Service Providers must wash their hands before and after the treatments.
- Follow social distancing measures for service providers and Spa employees inside the employee prep room, linen rooms and all spa back of house areas.
- Pre-Screen: We will measure employee's temperature and assess symptoms prior to them starting work before employee enters The Spa.
- If employee tests positive for COVID-19 ensure contact tracing is performed for employees and guests who came in contact with the infected employee.

RETAIL

Cleaning & Sanitizing Protocol

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- Sanitize carts and mag liners before and after each use
- Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour.

Physical Distancing Protocol



- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- Tailoring service will be postponed until further notice.
- Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
 - All merchandise will be served/handled by a retail attendant; no self-serve available in any category
 - All sales final until further notice (including phone orders)

FOOD & BEVERAGE

Cleaning & Sanitizing Protocol

- Host Podiums including all associated equipment to be sanitized at least once per hour.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Condiments to be served in single use containers (either disposable or washed after each use).
- Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use.
- Menus to be single use and/or disposable.
- Sanitize trays (all types) and tray stands sanitized after each use.
- Storage containers to be sanitized before and after each use.
- Food preparation stations to be sanitized at least once per hour.
- Kitchens to be deep cleaned and sanitized at least once per day.
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.).

Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat.
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities).
- Reduce bar stool count to provide appropriate physical distancing.



- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced.
- Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, TEY Coffee Cart).
- Bars will be staffed to allow for appropriate distancing between employees.

Guest Considerations

- All self-serve condiments and utensils to be removed and available from cashiers or servers.
- All straws to be wrapped.
- Napkin service to be suspended until further notice (no placing in a guest's lap or refolding).
- Bar snacks will be served per individual guest and not shared by the table.
- All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.

Additional Employee Dining Room (EDR) Protocols

- No self-serve food available (including snacks).
- Single use cups for beverage (no refills).
- Prepackaged plastic flatware.
- Trays and plates to be distributed by EDR attendants.
- Extension of EDR sneeze guards.

In Room Dining (IRD)

Cleaning & Sanitizing Protocol

- All equipment will be sanitized prior to assigning for the shift.
- Scheduled employees assigned to each shift individual stations will sanitize their stations and all equipment at least once per hour and at each change of shift.
- IRD attendants will sanitize all doors, handles and high contact surfaces at least once per hour.

Physical Distancing Protocol

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table.
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room.

Guest Considerations

- Printed IRD menus to be removed from rooms.



- Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- Minibars services will be suspended.
- Items will be available upon request from IRD.

Sales, Catering & Banquets

Cleaning & Sanitizing Protocol

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms.
- Alternative solutions for receptions and cocktail parties that feature butler passed canapés.
- Create action stations for strolling receptions and meals that are attended to by banquet professional or culinary team member.
- Bartenders / Wine Service – explore Wine Dispensing Systems versus poured wine service.

Physical Distancing Protocol

- All buffet and self-serve style events to be suspended until further notice.
- All food and beverage items to be individually plated and served.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual PCs or sanitized individual containers.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Napa Valley County Fire Department.

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for Hotel Sales & Catering Services use.
- Create modified menus to showcase styles of service and items currently available.
- Sanitize conference room doors, tables, chairs, light switch and other equipment after each group use.
- Meeting Services will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change.
- Collateral – all collateral becomes digital files no longer creating printed documents.



- E-Certify for the signature of official work agreements with customers.
- Electronic distribution of all hotel communications
 - BEO's
 - Contracts / Addendums
 - Deposits / Payments
- iPads and smart tablets are assigned to each individual team member and cleaned twice daily with high quality cleansing product.

Physical Distancing Protocol

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Napa County Fire Department, Napa Valley Public Health Department and CDC guidelines (in coordination with Catering & Banquets).
- Site inspections and meetings will be done virtually and/or appropriately physically distanced.

Guest Considerations

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets).
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines.