Dear Valued Customer,

At Kimpton and Hotel Van Zandt our priority has always been the health, safety and well-being of our clients and guests. Given the current state of affairs, we are reinforcing that commitment with enhanced health and cleaning protocols. We want to make sure our hotels and restaurants are still a safe and welcoming space for everyone, while at the same time continuing our heartfelt service.

Developed five years ago in partnership with the experts at EcoLab, the world’s leader in hygiene technologies and services, IHG’s Way of Clean program has always been standard procedure. Now, we’ve added to those high standards to make you feel even more comfortable and protected during your stay, meeting or event. Some of these proactive measures include:

- Disinfecting all meeting rooms during set-up and break down
- Visible sanitizer stations in all public areas and meeting rooms
- Increased frequency of cleaning and disinfecting guestrooms, public spaces, meeting rooms and dining areas
- Upgraded laundry protocols
- All buffet items served by a trained staff wearing the proper protective equipment; no more self-serve dishes
- Option to serve Individually plated or wrapped meals served by our trained staff which will reduce the need for any shared utensils or close contact between guests
- Meeting room layouts and seating arrangements to meet required spacing to ensure all physical distancing guidelines are met
- Paper, pens, candies and table décor typically offered are temporarily eliminated
- All banquet staff and AV technicians required to wear appropriate personal protective equipment as well as disinfect all equipment after setup
- Advanced technology cleaning systems including the application of an EPA-registered disinfectant via an electrostatic sprayer (may vary based on property)

We can’t wait to welcome you back and give you the ultimate Kimpton experience.

Best Regards,

Kelly Belt
Director of Sales & Marketing
As always, our number one priority is the health, safety and well-being of our customers; we’ve always prided ourselves on a culture of clean but, given current affairs, we want to reinforce our commitment to you during this heightened period of vigilance.

Developed five years ago in partnership with the experts at EcoLab, the world’s leader in hygiene technologies and services, IHG’s Way of Clean program has always been standard procedure.

However, effective immediately, all of our hotels and restaurants are required to adhere to our amended IHG and Kimpton procedures on cleanliness during COVID, all applicable local laws and CDC-specific requirements that have been put in place.

These enhancements include things like:

- Enhancing personal guest cleanliness and safety resources
- Individual guest amenity cleaning kits and personal-use sanitizer wipes
- Personal protective equipment (PPE) for staff and daily temperature checks for all employees upon arrival to work
- Visible sanitizer stations in all public areas
- New operating procedures for physical distancing
- Updated training

Enhanced cleaning and operating procedures for every zone of the hotel:

- Arrival – reducing contact and physical interaction at check-in, sanitizer stations in high traffic areas
- Public Spaces and Amenities – visible and more frequent deep cleaning, spacing/reduction of furniture for physical distancing, best practices for pools, fitness centers, etc.
- Food and Beverage – operational changes to requirements, delivery and availability
- Guest Room – removal of in-room collateral or other high-touch items, upgraded laundry protocols
- Technology – advanced technology cleaning systems to support a contactless guest experience

Additionally, there have been several enhancements and changes to the way we deliver the Kimpton meetings and events experience; this includes:

Elevated cleaning and treatment of the entire meeting experience:

- All meeting rooms thoroughly disinfected with cleaning products and an electrostatic sprayer (IF AVAILABLE) during setup and break-down with extra attention to chairs, exposed surfaces and high-touch areas
- PPE worn by all banquet staff
- Floor plans and diagrams will follow required physical distancing and spacing for meetings, events and meals
- Hand sanitizer available in all meeting rooms
- Paper, pens, candies and table décor typically offered are temporarily eliminated
- All AV technicians required to wear appropriate PPE as well as disinfect all equipment after setup

Extra precautions on food and beverage execution:

- Suspending all self-serve events until further notice
- Pre-packaging and clearly labeling all meals to eliminate the need to touch multiple items
- Servicing buffets, attending coffee setups and break items and delivering plated meal service with covers to be done by banquet staff wearing the appropriate PPE.
- Variety of single-use bottled beverages available such as soda, juices, teas, etc.
- Shared water pitchers replaced with single-use water bottles

**FAQs**

**Housekeeping/Cleaning**

**What is your new sanitation and cleanliness protocol?**
- Please refer to our [Kimpton Clean Promise website](#) where you can read through all of the specifics of our enhanced cleanliness protocols.

**How will I find out about these guidelines? Does it provide any guarantees?**
- Please refer to our [Kimpton Clean Promise website](#) where you can read through all of the specifics of our enhanced cleanliness protocols.

**What major changes have you made to your cleaning protocol for your hotels/restaurants?**
We invite you to visit our [Kimpton Clean Promise website](#) to read the full protocol. However, I'm happy to share some of the standout distinguishing changes to our regular standard of clean. This includes:
- Hand sanitizer stations throughout the hotel’s common spaces
- Physical distancing reinforced through helpful floor markers, rearranged public space furniture and removal of communal items
- Continuous disinfecting of high-touch areas, public spaces, PUBLIC bikes
- Temporarily closing or limiting access to certain amenities such as business centers, fitness centers, pools and beaches
- Continue using EcoLab Cleaning + Disinfecting Chemical Program in guest rooms while adding new measures such as:
  - Treating the entire guest room between each stay with an electrostatic sprayer distributing a non-hazardous, EPA-registered disinfectant
  - Amenities available upon-request now include bathrobes, personal sized bath amenities, complimentary items including masks and gloves from “Forgot It? We Got It,” extra bedding, etc.
- **See below for more specifics on meetings and events**

**What will be available for guests to use?**
- Hand sanitizer stations will be setup in all public spaces
- If local regulations mandate everyone to wear masks, one will be provided for the guest should they not have one. Kimpton Hotel Van Zandt is currently not requiring guests to wear masks.

**What products are you using?**
- We’re happy to share the specifics of the product we’re using if you’d like (consult ops partner for product specs)
- I can tell you that it’s an EPA-registered non-hazardous chemical that’s dispersed via an electrostatic sprayer
Are your cleaning products still eco-friendly like they were before?
- The cleaning products we use is EPA-registered and meets the EPA Emerging Viral Pathogen Standard for use against COVID-19. It is bleach-free, environmentally sustainable and non-hazardous.

How does Housekeeping avoid cross-contamination?
- All housekeeping staff must wear masks at all times and comply with proper use of PPE, practice effective hand hygiene, change gloves after every checkout and disinfect cart and equipment at the start and end of each shift
- We have temporarily suspended our turndown and stayover services in an effort to maintain physical distancing and protect the safety of our employees and guests
- We do offer contactless delivery service for specifically requested amenities
- Decorative pillows and throws have been temporarily removed and pillow protectors are washed and changed after every guest use
- We have a detailed, updated protocol on how to properly clean and disinfect a room between each guest’s stay; this includes the application of a non-hazardous EPA-registered disinfectant via an electrostatic sprayer

How often do you wash the bedspreads and pillowcases?
- These are stripped from each room between guest stays and immediately washed and kept out of service for 72 hours

Public Spaces (Living Room, Fitness Center, Swimming Pools, Spa, Etc.)

Is your pool open? What changes are being made to layouts, cleaning, etc.?
- We are adhering to all city and state mandates at each property. For cities where we are able to open our pools we are continuing our stringent cleaning with sodium hypochlorite which has always been our disinfectant of choice. Currently, the Kimpton Hotel Van Zandt pool will be open.

Is beach access/lounge seating still available?
- Pool and beach seating will be arranged to accommodate physical distancing guidelines
- Pool and beach lounge chairs, umbrellas and cabanas will be deep cleaned and disinfected after each use

What about pool- and beachside service?
- Pool and beach towels will be delivered in a clean linen bag by a staff member upon request
- Unfortunately, we will not have water stations poolside and beachside but bottled water will be available upon request
- Unfortunately, we will not have sunscreen and aloe vera stations but you are welcome and encouraged to bring your own.
- Unfortunately, we won’t be able to offer pool floats, toys, and beach buckets.

Will you be limiting the number of guests per elevator?
- While we won’t specifically limit the number of people in the elevators, our properties will be urging our guests to practice physical distancing when they ride.
• Our employees will not ride in elevators with guests if physical distancing cannot be observed at all times.
• Rest assured we will have hand sanitizer stations at each elevator landing.

Is your fitness center open? How is it being maintained and cleaned?
• We are adhering to all city and state mandates at each property.
• All of our equipment will be properly spaced to maintain physical distancing guidelines.
• Our fitness centers will have disinfectant wipe stations throughout the room.
• Our housekeeping team will clean and disinfect the fitness centers with increased frequency; especially during peak use times.
• Towels will be delivered in a clean linen bag by a staff member upon request.
• Unfortunately, we won’t be able to provide complimentary whole fruit or headphones at this time.

Is your business center open?
• Unfortunately, we have had to temporarily close our business centers to prevent crowding in small spaces. We will have printing and alternative business center solutions available at our front desk should you need extra assistance.

Employees/Front Desk

What kind of training will your staff undergo before returning to work?
• In addition to in-depth reviews of our Kimpton Clean Promise with all of our employees and are requiring everyone to complete a COVID-19 orientation and safety training course.
• All training will be completed prior to working on the floors or coming into contact with guests.

Are your employees going through additional training?
• Yes, please see above.

Do I have to check-in at the front desk? Other hotel companies are allowing digital check in and out in order to reduce face-to-face contact.
• Yes, we are still facilitating check-ins through the front desk. However, we have taken precautions to make sure we’re protecting both our employees and guests.
• Employees will be wearing masks and gloves during the check-in/out process. They will be standing at the desk but behind a plexiglass shield.
• The exchange of physical items will be made contactless to exchange items back and forth such as credit cards and key cards.
• Our front desk teams will wipe down the credit card processing machines between each guest and hand sanitizer will be on hand for guest use.
• Once you’ve checked in, we will request your cell phone number so that we can continue to service you via a contactless method with Kipsu, our text message service.

Does the reception desk staff practice physical distancing?
• Yes, please see above. All employees working the front desk will maintain the six feet physical distancing requirements from one another as well.
Amenities/Perks

Is Wine Hour going to go away?
- Wine hour is going to look a bit different right now. We will service wine and beer from a station in our Lobby/Living Room area. Still complimentary of course. Upon check-in you will either receive a wine ‘chit’ (token) or be encouraged to use your room key at the bar to receive your complimentary glass of wine. This is not limited to the usual social hour of 5-6pm. In most cases you’ll be able to enjoy your glass of wine most hours the bar is open. (may vary by hotel)
- If our bar and restaurant have remained closed, we will ‘host’ social hour from behind our front desk. You will be invited to enjoy a complimentary glass of wine served by our front desk team when you check in or during selected hours throughout the day.

What about Morning Coffee? Can I get a coffee maker delivered to my room?
- Our morning coffee hour is going to look a bit different right now. We will serve you a cup of coffee from our coffee shop, Café 605. Still complimentary of course. Upon check-in you will be able to use your room key in the coffee shop to receive your cup of coffee. You can even have a refill in a fresh cup.
- If our restaurant has remained closed, our front desk team will serve you a hot, fresh cup of coffee when you check-in or during selected hours throughout the day.

Is the pool water fully sanitized?
- Yes. In cities where we are able to re-open our pools we are continuing our stringent cleaning with sodium hypochlorite which has always been our disinfectant of choice.

Do we need to practice physical distancing in the pool/on the deck?
- Yes. Pool and beach seating will be arranged to accommodate physical distancing guidelines as well.

What about valet parking? Is it all self-park now? If you park my car how are you going to clean it?
- We will still offer valet parking with some strict cleaning protocols.
- Each guest will be offered sanitizing wipes when exiting their vehicles. All of our bell and valet staff will wear masks and practice physical distancing at all times.
- If a guest opts to have our valet team park their car, the guest will be given disinfectant wipes so at no time is a hotel employee cleaning their car; guests will be able to sanitize their own car.
- Our team will provide a ticketless and contact-free method for the valet ticket, most likely through our Kipsu or Valet software
- Each valet will wear a fresh pair of gloves when driving a guest’s car
- Our team will also have a list of near-by self-park options should a guest opt against valet service.

What about ice machines?
- Unfortunately, our ice machines won’t be available. However, on each ice machine guests will find instructions on how to request ice to your room.
Do you still have Public Bikes?
- We sure do. Our team will sanitize and disinfect all bikes, helmets and locks after each use.

Events/Meetings

What is the date and size of the first group you will host?
- We’ll be evaluating this based on the city and county ordinances in place for each group booked. However, we will ensure we’ve taken all the necessary precautions prior to welcoming our groups.

Are you adding a physical distancing section/mandate to your contracts?
- At this time, no. However, this could change on a case by case basis depending on the city or county ordinance in place.

What is being done for staff and guests as it relates to personal protective equipment?
- All employees at the hotel, banquet and AV staff included, will wear personal protective equipment (PPE) at all time; this includes masks and gloves.
- If local regulations mandate the use of masks for everyone, we will have masks available for those in your group or meeting who do not have them.

I see you’re still using china, glass and silver – is this safe?
- Yes! We’ve always adhered to the proper cleaning protocols for thoroughly cleaning and disinfecting these hardware items between each and every meeting. We are confident the measures in place are effective in presenting your group or meeting with properly cleaned and disinfected items.

Are you taking people’s temperatures when they enter the building? Are you taking your employees’ temperatures?
- We will not be taking guest temperatures as they enter the building. We will, however, be taking employees temperatures daily.

For meetings, what changes will happen as it relates to food service and seating arrangements?
- There have been several enhancements and changes to the way we deliver the Kimpton meetings and events experience; this includes:
  - Elevated cleaning and treatment of the entire meeting experience
  - All meeting rooms thoroughly disinfected with cleaning products and an electrostatic sprayer (IF AVAILABLE) during setup and break-down with extra attention to chairs, exposed surfaces and high-touch areas
  - PPE worn by all banquet staff
  - Floor plans and diagrams will follow required physical distancing and spacing for meetings, events and meals
  - Hand sanitizer available in all meeting rooms
  - Paper, pens, candies and table décor typically offered are temporarily eliminated
  - All AV technicians required to wear appropriate PPE as well as disinfect all equipment after setup
- Extra precautions on food and beverage execution
Suspending all self-serve events until further notice
- As an option, pre-packaging and clearly labeling all meals to eliminate the need to touch multiple items
- Servicing buffets, attending coffee setups and break items and delivering plated meal service with covers to be done by banquet staff wearing the appropriate PPE
- Variety of single-use bottled beverages available such as soda, juices, teas, etc.
- Shared water pitchers replaced with single-use water bottles

Will you still allow luggage storage?
- Yes

Are you still hosting meetings and events with more than XX people?
- We will be following the gathering bans and mandates in place on our city or county ordinances.

Restaurants & Bars

Is your restaurant open? If so, what changes are in place to support physical distancing?
- We have taken many steps to ensure a safe and healthy for all our restaurant guests. That includes:
  - Working closely with local government and health officials to ensure we are following all required safety protocols
  - All tables will be limited to 6 guests
  - There will be 6 feet in between all tables
  - All menus will be disposable single-use
  - All employees will wear gloves
  - Staff will provide individual hand sanitizers to everyone seated at a table before and after their meal
  - All tables and chairs will be sanitized between seatings
  - A contactless or minimal contact method of paying

Can I order in-room dining?
- You can. And here’s what we’re doing to ensure your food and experience are delivered to you in the safest way possible.
- All payment will be contact-free. Our team will utilize our on-property technology to provide you a contactless payment process.
- Most of our hotels will provide you the option of knock and drop delivery. This means you’ll be notified when a staff member is delivering the food to your room and will stand 6-feet away until you open the door and receive the order. We won’t leave the food unattended outside the door.
- All silverware, plates and condiments will be single-use.

Do you have anything pre-packaged that I can purchase?
- Some of our properties will offer pre-packaged food in the mornings for a ‘grab and go’ breakfast. Some will offer it during other times of the day. Our team will take all necessary safety precautions when packing up food including wearing gloves and masks

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