



COUNT ON US HEALTH & WELL BEING PROTOCOLS

Westward Look Wyndham Grand Resort & Spa is committed to taking measure to enhance cleanliness and well-being. The following protocols were developed in accordance with CDC and state/local guidelines as well as other hotel industry best practices. These protocols may evolve based on the recommendations of federal, state and local health agencies.

TEAM MEMBER & GUESTS

Washing Hand and Hand Sanitizer – In accordance with CDC guidelines, all hotel team members shall wash hands frequently with soap and water and use at least 60% alcohol-based hand sanitizer if soap and water is unavailable. Hand sanitizer dispensers are placed at key guest and employee entrances and contact areas including lobby, restaurant entrances, fitness and other public areas.

Front of the House Signage - Health, hygiene and physical distance reminders are placed in high traffic areas on property including the lobby, front desk and other public spaces.

TEAM MEMBER RESPONSIBILITIES

Hand Cleaning - If not wearing protective gloves, all team members shall follow CDC guidance regarding hand washing. Team members shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing any protective gloves.

COVID 19 Training – All team members shall receive COVID 19 training and facility training protocols training recommendations from the CDC with more comprehensive training, consistent with CDC guidelines, for team members with frequent guest contact including Housekeeping and Food & Beverage.

CLEANING

In public areas, cleaning and disinfecting shall be frequent with an emphasis on frequent contact with hard non-porous surfaces. In guestrooms, cleaning and disinfecting protocols require that particular attention is paid to high touch and non-porous items. The frequency of room cleaning during a guest's stay may be altered based on the guest's requirements/requests. All linens, towel and other laundry items are washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions.