

Covid Basics for Saddlebrook Guest & Team Member Safety

Covid 19 Response Coordinator-As our Guest and Team Member safety is our top priority, and because appropriate steps for effective Covid 19 response are extremely fluid, Saddlebrook has designated a point person to oversee our efforts. This individual will spearhead Saddlebrook's Covid 19 Focus Group, establish policies/protocols and training programs, audit Saddlebrook's processes & make the necessary changes in keeping with local, state and federal mandates and guidelines.

Team Member Screening-To prevent the spread of Covid 19 and reduce potential exposure, Saddlebrook Management is committed ensuring Saddlebrook Team Members remain at home when they are exhibiting symptoms potentially related to Covid 19 and to rigorously monitoring Team Members to ensure that anyone exhibiting Covid 19 like symptoms is sent home immediately.

Team Member Training-All Team Members receive training that includes the American Hotel and Lodging Association (AHLA) "Safe Stay" program. Saddlebrook's Management Team is certified through this program. After initial training Team Members will receive ongoing reinforcement of Saddlebrook's safety/sanitation, health and hygiene expectations.

Enhanced Cleanliness Program: Covid 19 has heightened Saddlebrook's already well established high cleaning standards. Our cleaning regime follows the American Hotel and Lodging Association (AHLA) "Safe Stay" program and we utilize Center for Disease Control (CDC) recommended cleaning products. More frequent and special attention is paid to high touch locations such as door handles, light switches and public restrooms and we have added staff that specializes in this area.

Hand Sanitizer/Hand Washing-Hand sanitizer dispensers, touchless whenever possible, are placed at key Guest and Team Member locations around property. Along with other hygiene reminders, Team Members are encouraged to wash their hands frequently.

Social Distancing & PPE-All Team Members are encouraged to social distance. Guests will be reminded to practice social distancing with individuals not traveling with them while standing in line and moving around property. All resort outlets will comply with local or state mandated occupancy limits. Team Members are required to properly wear a mask. As appropriate, Team Members will use additional PPE such as gloves to perform duties.

Safe Contact Check In and Retail Outlet Process: Saddlebrook has implemented a safe check-in and retail outlet process in which "hand to hand" exchanges are minimized. In addition, we have installed plexi-glass shields in key areas. Guest keys are new and not re-used. Pens are disinfected after each Guest use. All areas are disinfected on a regular basis.

Valet and Bell Services-Valet service has been suspended and attendants delivering bell service are required to wear a mask.

Signage-Signage regarding health & hygiene reminders are located at different points on property. This includes in heart of the house Team Member areas to reinforce training.

Housekeeping Services-Saddlebrook understands how important cleanliness is and it prepared to fulfill our “clean promise” and provide a sanitized room for your safety. In addition to utilizing CDC recommended cleaning products, for the safety of Saddlebrook’s Guests and Team Members, we are limiting entry into Guest rooms in the following way: Housekeeping services will be offered every 3 days, unless requested otherwise. Service will be provided only when Guests are not present in the room. Requests for amenities such as linens, which have been previously sterilized and packaged, will be delivered and left outside the Guests room. Room self-sanitization kits will be provided upon requests at the front desk.

Laundry-All linen will continue to be washed at high temperature and accordance with CDC guidelines.

Food and Beverage-In addition to all standard protocols, Saddlebrook is taking a number of enhanced measures to ensure everyone’s safety. Dishware is sanitized through low and high temperature machines, more frequent sanitizing of food contact surfaces and equipment, staff is equipped with the appropriate PPE, single use disposable ware and condiments are available upon request, pens and other reusable Guest contact items will be sanitized & menus are single use.

Pool Operations-Pool seating maybe be configured to allow at least 6 feet of separation between Guests. Chaise lounges will be regularly sanitized. Despite CDC guidelines suggesting there is no evidence that Covid 19 can be spread between pools and hot tubs, Saddlebrook will increase the frequency of maintenance, disinfection and routine chemical checks.