

The  
*Greenbrier*<sup>®</sup>  
AMERICA'S RESORT

**COVID-19 RESPONSE PLAN**



## A LETTER FROM OUR PRESIDENT



Thank you for choosing The Greenbrier as your travel destination and for your loyalty and flexibility during these unprecedented times with the COVID-19 pandemic. Choosing to visit America's Resort not only helps support this incredible property, which has welcomed guests from all over the world for more than a century, it also helps support the amazing Team Members that are dedicated to bringing you a first-class experience from start to finish. Please know that we are grateful for your visit and focused on surpassing your every expectation.

In light of the COVID-19 situation, The Greenbrier has taken a number of proactive steps to help ensure the health and safety of our guests and Team Members. Precautions such as constant sanitization of public areas, increased attention to high-touch areas in the rooms, limits on the number of guests in particular areas and screening and protective gear for our Team Members are in place. Each department throughout the resort put a significant amount of time and thought into policies for their areas, and guidelines from local and national health officials were consulted in every instance. We are confident in our plan and excited to welcome you to America's Resort.

While The Greenbrier has done its part, we are also asking every guest to do his or her part. For the safety of every guest and Team Member, please take personal responsibility in following social distancing guidelines during your stay. Please remember to respect the personal space of other guests and Team Members throughout the resort, and take advantage of the sanitizing stations you will find strategically located around the property. If each of us does our part, we can create a comfortable environment for all.

Thank you again for your visit, and if you have any questions or need help at any time before or during your stay, please don't hesitate to ask any of our dedicated Team Members, who will be happy to assist.

The nearly 2,000 Ladies and Gentlemen of The Greenbrier are excited to welcoming you to America's Resort.

Sincerely,

A handwritten signature in black ink that reads 'Jill Justice'.

Dr. Jill Justice, President

## Responsibilities of Team Members

- Hand Washing
- COVID-19 Training
- Personal Protective Equipment (PPE)
- Team Members to get their temperatures taken prior to each shift.
- Staying home if they exhibit any symptoms of COVID-19 or have been in contact with anyone who has tested positive.

## Responsibilities of Guests

The Greenbrier is eager to welcome guests from around the world but not at the expense of our Team Members' health or other guests' health. Every visitor to the property must undergo a temperature screening before entering. Guests with a temperature above 100.4 will not be permitted to enter. The Greenbrier also asks that you please reschedule your visit if any of the following are true for any member of your party:

- If you are experiencing any symptoms of COVID-19 or running a fever, please take your temperature prior to departing for the resort. Please seek medical attention and contact us to reschedule your visit.
- You have been exposed to someone who has tested positive for COVID-19 in the last 14 days.
- You have a compromised immune system or are considered "high risk."
- You will not cooperate with the new requirements put in place by health officials and The Greenbrier.

The Greenbrier will ensure that its Team Members are properly instructed and trained to maintain a fully sanitized surrounding for our guests. Surfaces and objects will be sanitized continuously or after each use. Every Team Member will have his or her temperature checked prior to each shift. Team Members will wear face coverings and gloves as required.

To help us maintain a safe and sanitized environment we ask our guest to observe the following courtesies:

- Keep a safe distance at all times when in line or waiting.
- Wipe down doorknobs and other surfaces or objects before touching if not certain.
- Wipe down your luggage handles prior to our staff picking up.
- Sanitize hands prior to entering restaurants, bars and casino.
- Only one person should occupy an elevator at a time, unless staying in the same room.
- Avoid shaking hands or engaging in any unnecessary physical contact.

In compliance with an order issued for all of West Virginia, The Greenbrier is requiring all guests to wear a face covering while in public spaces on resort property where social distancing cannot be achieved to help prevent the spread of COVID-19. Guests are not required to wear face covering in their rooms or while outdoors. Face coverings can be removed in the restaurants once seated at a table. Children under the age of 9 and anyone who has trouble breathing or is otherwise unable to remove the face covering without assistance are not required to wear face coverings. Face coverings will be handed out at the front gate upon entrance for any guest who doesn't have one. Face coverings will also be available at the front desk and concierge.

Below are steps you may notice we are taking to make our guests and Team Members as safe as possible:

### Overall Guest Services

- Our doormen will be wearing face coverings and gloves.
- Our doors may be propped open to reduce the number of hands touching the handles.
- Our bellmen will be wearing face coverings and gloves, and will disinfect your luggage handles before handling.
- There will be health and hygiene reminders throughout the property, including the back of the house, reminding guests and Team Members the proper way to wear, handle and dispose of face coverings, gloves and other personal protective equipment (PPE). Signage will also remind guests and Team Members the recommended way to wash hands, sneeze and to avoid touching their faces.
- Guest elevator buttons and handrails will be cleaned continuously.
- Only one person should occupy an elevator at a time, unless members of the same family or staying in the same room.
- Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.

### Front Office and Front Desk

- Agents will utilize every other workstation to ensure separation between Team Members. This will also help groups of guests be separated as much as possible.
- Front Desk area and any other area that normally forms a queue will be clearly marked for appropriate physical distancing.
- All guest touchpoints will be sanitized after each transaction including EMV Credit Card Devices, pens and registration countertops.
- Room keys will be sanitized before and after each use.
- Offices, Call Centers, Registration Desks will be deep cleaned and sanitized upon a shift change.

### Housekeeping

- The Greenbrier will significantly increase the number of housekeepers cleaning the public spaces of the resort with teams cleaning 24 hours per day.
- The Greenbrier will continue to use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
- 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, ATMs, stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.
- 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, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the Team Member dining rooms, entrances, uniform control rooms, restrooms, loading docks, offices, kitchens and training classrooms.
- Carts, trolleys and equipment to be sanitized at the start and end of each shift.
- Back of house restrooms will be sanitized at least once every four hours.
- Staff is expected to minimize contact with guests while cleaning hotel rooms.
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
- Robes will be available upon request.
- As part of our COVID-19 procedures, in order to limit contact between guests and housekeeping staff, rooms will be serviced once a day at turndown. For guests staying more than four nights, rooms will receive twice-a-day service on the third stayover day, morning and turndown.

### Restaurants, Bars, Lounges and In-Room Dining (IRD)

- Host/Hostess Podiums to be sanitized at least once per hour.
- Host/Hostess and managers to manage physical distancing at entries and waiting areas (in addition to signage).
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party.
- No patrons are permitted to sit or stand at the bar.
- Restaurants will be limited to 50 percent occupancy.
- Reservations taken with physical distancing in mind and restaurants reduced capacity.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour.
- 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 and chairs to be sanitized before and after each use.
- Condiments to be served in single use container.
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use.
- Menus to be sanitized between 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.
- All straws to be wrapped and given to the guests to open.
- Bar snack service to be suspended.
- Set in-Room Dining 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 In-Room Dining when finished with their meal and place their trolley in the hallway outside of their room.

### Retail Shop Collection

- 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 handles, knobs and stock room surfaces at least once per hour.
- Signage will be prominently posted in the shop corridor and in select stores reminding guests of maximum occupancies and distancing guidelines.
- Guest occupancy limits will be enforced to allow for appropriate distancing at all retail spaces.

## Golf Operations

- Golf carts to be sanitized before and after each round.
- Rental clubs to be sanitized before and after each round.
- Locker rooms and foyer area sanitized at least once every four hours.
- Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags or shoes.
- One player per cart unless immediate family members and/or following updates on guidance from local authorities.
- Addition of inserts into golf hole cups to allow easy removal of balls.
- Practice facility hitting areas to be at least 6 feet apart.
- Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment.
- Sand and seed bottles removed from carts and rakes removed from bunkers.

## Activities

- The Team Members that assist our guests with more than 55 activities will be taking extra precautions that are specific to each activity. For information on any specific activity, please contact the concierge department.

## Greenbrier Spa and Studio G

All guidelines from the State of West Virginia Board of Barbers and Cosmetologists will be followed.

- All guests will be required to have their temperature taken prior to entering the spa.
- Guests will be required to wear a face covering throughout the spa appointment.
- Reservations will be taken with physical distancing in mind as well as the spa's reduced capacity and extended time between appointments for additional cleaning measures.
- Furniture will be rearranged in the relaxation areas to accommodate social distancing.
- All spa and Studio G Team Members will be required to wear face coverings and/or face shields and gloves.

## Fitness Center

- All Fitness Center Team Members will be required to wear face coverings.
- Machines will be sanitized after each use, and high-touch areas sanitized throughout the day.

## Indoor and Outdoor Pools

- Lounge chairs to be sanitized after each use.
- Cabana guest contact surfaces to be sanitized after each use.
- Lifeguard and host/hostess stands to be sanitized once per hour.
- Pool capacity is limited based on state regulations. Guests now have an opportunity to book outdoor pool reservations in 2-hour increments each day. Only one time slot can be booked per day. At the end of the two hours, the pool will be completely cleared, allowing staff to properly sanitize all high touch-point areas and equipment before the next group arrives.
- Once capacity is reached, pool staff will collect names and phone numbers as guests approach the podium. They will be called when space becomes available in the order of when their name was recorded. Guests have three minutes to contact the pool staff or show up at the gate before the next guest is called.
- When leaving the pool area, guests are asked to take all personal items with them.
- Guests are reminded to practice proper social distancing at all times. Stay at least six feet apart and avoid gathering in groups.
- Guests are reminded to not move furniture on the deck. It has been properly placed to ensure social distancing

COVID-19 guidelines limit the number of guests at our outdoor pool and the demand for pool time has been incredible. In order to provide every guest with an opportunity to spend time at the pool, we have begun a new reservations system to help control the flow of guests, as well as manage COVID-19 safety measures. Guests now have an opportunity to book outdoor pool reservations in 2-hour increments each day. Only one time slot can be booked per day. At the end of the two hours, the pool will be completely cleared, allowing staff to properly sanitize all high touch-point areas and equipment before the next group arrives.

### Available reservation times are as follows:

9am – 11am

11:30am – 1:30pm

2pm – 4pm

4:30pm – 6:30pm

7pm – 9pm (Friday and Saturday only)



## Banquets and Meeting Facilities

- 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.
- All food and beverage items to be individually plated or 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 CDC guidelines.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Modified menus will be created to showcase styles of service and items currently available.
- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use.
- Site inspections and meetings will be done virtually and/or appropriately physically distanced.
- Post signage throughout the meeting space reminding guests of appropriate physical distancing guidelines.

## Transportation

- 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.
- Resort shuttles will allow 50% occupancy.
- Seats, handrails and high frequency touch points in the Guest and Team Member shuttles will be sanitized at least once per hour.
- When interacting with guests, Valet Team Members will be required to wear a new pair of gloves for each vehicle they drive and a face covering when in a guest's vehicle.
- Valet Team Members will disinfect the car keys each time they are used.

### The Casino Club

- All guests wishing to enter The Casino Club will be requested to briefly lower their face coverings for age and identification purposes in compliance with West Virginia gaming requirements.
- Hand sanitizing stations located on the casino floor.
- Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.
- Slots to be sanitized at least once every four hours
- Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance.
- Table games will have chairs removed and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.
- Supervisors to sanitize table game rails and each chair after each guest leaves a game.
- Dealers to sanitize dice for each new shooter.
- Dealer to sanitize the on/off button when entering a game.
- Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.
- Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week.
- Roulette wheel head, ball and dolly sanitized when a new dealer enters the game.
- Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, all hard surfaces and cabinetry.
- Dealer to sanitize the money paddle when arriving at the game.
- Baccarat discard pile and BJ discard holders to be sanitized by supervisor once every four hours.
- Dealer to sanitize token boxes when entering a game.
- Pit Technicians to sanitize hard surfaces and push carts at the beginning and end of each shift.
- Casino Cage counters to be sanitized at least once per hour.
- Guests to maintain six feet of separation while waiting in line at the Casino Cage with the spacing to be clearly marked on the floor.
- The Casino Club will operate at no greater than 50 percent capacity.