



StaySafe Program

Informed by the latest guidelines from local Health Services and Centers for Disease Control (CDC), KSL Resorts developed the StaySafe Program for properties within the KSL Resorts portfolio. This rigorous new protocol is intended to keep our guests safe and healthy during a visit to any of our properties, facilitating a relaxing experience with connection to joy. The highlights of this program are outlined here and will evolve as new information and standards emerge.

Arrival & Check In

When arriving at any of our properties, guests will notice a number of new protection protocols in place.

CHECK-IN:

- guests are literally in the driver's seat when it comes to parking and have a choice between valet service or self-parking*;
- partitions have been erected at the front check-in desks and concierge desks and physical distancing floor markers will assist in maintaining a six-foot distance in queues;
- face coverings are required and will be provided to guests without them;
- our process is as contact-free as possible, with all surfaces sanitized;
- bellmen will deliver luggage to guestrooms*.

SERVICE OPTIONS: guests may choose to receive housekeeping services, including cleaning and evening turn-down service, or they may opt out. Housekeeping will only service rooms when guests are not present*

GUESTROOMS: When arriving at a guestroom, guests can rest assured that it has undergone a rigorous cleaning and sanitization process using products approved for use against COVID-19 by the Environmental Protection Agency (EPA). All printed materials have been removed or will be single use for safety.

Cleanliness & Sanitization

The following practices ensure that our properties achieve the highest standards of cleanliness and sanitization throughout the grounds.

- Hand sanitizing stations are positioned throughout each property.
- Sanitization kits including gloves and hand sanitizer are available upon request.
- Guests will see staff cleaning and sanitizing in all communal areas hourly, with particular attention paid to high-touch areas such as doors, elevator buttons, tabletops, restroom fixtures, etc.

- Spray products that meet EPA guidelines for COVID-19 in combination with UV treatments are being used.
- All linens and towels are laundered using high temperatures per CDC guidelines and dirty linens are transported from guestrooms in sealed bags.
- Air filters and HVAC vents are frequently cleaned.
- Doors in communal areas are kept open as much as possible to create a contact-free experience.
- All re-usable items such as pens and check presenters are sanitized after each use.
- All re-usable printed collateral has been removed from public spaces or replaced with single use pieces.

Physical Distancing

While our guests will enjoy a relaxing and social experience, we have put in place some physical distancing precautions for safety.

- Partitions have been installed in some service areas, including the hotel front desk and concierge desk.
- Floor markers have been applied in communal areas with queues to assist with six-foot spacing.
- Lobby furniture has been arranged to accommodate seating for families and small groups.
- Seating capacity in restaurants has been reduced and adheres to physical distancing guidelines. Bar stools have been removed for the time being.
- Pool deck seating has been arranged to control capacity.
- Capacities are being controlled in key areas throughout the resort, including elevators (limited passengers per ride, to parties travelling together).

Staff Safety

Rest assured that associates serving our guests have health and safety as their top priority.

- All associates have completed a thorough health and safety training and certification program.
- Associates are checked daily as they arrive to work for temperature and symptoms. Associates with symptoms of illness or a temperature above 100.4 degrees are immediately sent home. Associates are able to take paid sick or vacation days if they are unwell.
- Associates are required to wear masks and gloves throughout the resort.
- Throughout back of house areas, physical distancing practices are in place and hand sanitizing stations are positioned throughout.

Meetings & Events

KSL Resorts' properties have stunning backdrops for meetings, weddings and a variety of social events. As new guidelines emerge from the individual States regarding gathering sizes and protocol, property teams will collaborate with industry experts to update meetings and events experiences.

Capacity charts and room layouts for all function spaces are re-designed to account for physical distancing.

- Buffet and self-service menu options are replaced with attended and pre-packaged meal choices.
- Individual bottles of water are replaced with water pitchers.
- Many other meetings and events modifications are in progress and will be published soon.

*Revised May 29, 2020. As new guidelines are issued by state and local authorities, the StaySafe Program will be updated as necessary. *May vary by property.*