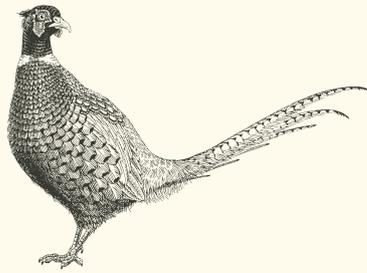


# MOUNT JULIET ESTATE



## COMMITMENT TO CLEAN... OUR APPROACH

Since our founding, health and safety have been at the heart of Mount Juliet's approach to hospitality. This commitment to our guests and associates continues to anchor us and to inform our decisions as we adapt to new challenges presented by COVID 19. We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create a 'new normal' in hospitality to address the unique challenges presented by the current pandemic environment. Because nothing is more important to us than the trust of our guests and associates we wanted to share our new processes.

### DEEPER, MORE FREQUENT CLEANING

- Enhanced cleaning protocols to disinfect every space, more frequently and especially during peak times
- Consistent and frequent disinfecting of all high touch items like elevator buttons and door handles
- Addition of hand sanitation stations throughout the hotel, particularly in high traffic areas

### LESS CONTACT, MORE CONNECTION

- Use of mobile technology such as Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests
- Enabled social and physical distancing practices, reduced allowable capacity in spaces, increased distance between furniture, and management of queuing areas
- Fostering pre-arrival planning and communication

### YOUR SANCTUARY

- Deep cleaning of each guest room between guests
- We have removed all non-essential high touch items that can't be sanitised and provided disinfecting wipes in every guest room
- Evaluation of housekeeping frequency to reduce contact during the guest's stay

### NOURISHING THE 'NEW NORMAL'

- We have redesigned food beverage station set ups to include protective barriers removing non essential items
- We are offering a variety of 'grab and go' contactless food +beverage options
- Tailored options for meetings and groups to enable reserved spaces



## A SHARED RESPONSIBILITY

Through the decades, we have come together as partners both as a team and with our guests and customers. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser focused on providing our team with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health. Travel only when feeling well, practice good hand hygiene and implement social distancing in high traffic areas throughout the hotel.

Additionally, we welcome any feedback on what we could be doing differently or better. You can count on us, and we know we can count on you to bring to life many of these protocols in our hotel.

## OUR PLAN

### CLEANING PRODUCTS & PROTOCOLS

To minimise risk and enhance safety for our associates, guests and customers, we have enhanced our cleaning and sanitation protocols:

- Chemicals are government approved, vetted by industry experts and safe for everyone
- Cleaning frequency is increased in public spaces and guest rooms receive deeper cleans between each guest
- Hand sanitiser stations are installed throughout high traffic areas across the hotel

### CREATING TRANSMISSION BARRIERS

#### *Less Contact, More Connection*

We have implemented touchless or low touch solutions including Mobile Check In/Out Mobile Chat Mobile Key and Mobile Dining. Additionally, QR codes are under development to provide easy access to digital collateral/menus and updates. Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met.

#### *Physical Distancing and Queuing*

Guests and associates should practice physical distancing by standing at least 1 meter away from others not travelling with them, including any area where guests or associates queue. Such areas have been clearly marked and where possible, one way traffic flow has been implemented where possible. Where applicable, lobby furniture, restaurant layouts, and other public seating areas have been reconfigured.

#### *Providing Personal Protective Equipment (PPE)*

All associates will wear a face mask as part of their uniform. Guests are welcome to wear personal face masks and gloves and should abide by local regulations. Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, will be offered.

#### *Installing Physical Barriers*

We have installed transparent screens, plexiglass shields or other physical barriers in areas such as desks, gyms, high traffic areas or food stations.

### ENHANCING SANITATION

#### *Emphasis on Hygiene & Cleanliness*

We have a hygiene plan and associates are required to follow personal hygiene, social distancing and PPE guidance in compliance with local laws and government guidelines. Hand sanitising stations for guest use will be placed in all high traffic areas and public spaces.

#### *Leveraging Technological Innovations*

We have researched and deployed enhanced technologies, including electrostatic sprayers that use hospital grade disinfectant to treat known pathogens as well as ultraviolet light technology for sanitising keys and other shared devices.

### *Deeper, More Frequent Cleaning*

Our enhanced cleaning protocol will ensure we frequently disinfect high touch items and sanitise restrooms as often as every hour

### *Cleanliness Champion & Training*

We're building on our reputation for high standards of hotel cleanliness with well established cleaning processes. In addition, we have allocated a Cleanliness Champion to help lead the hotel to ensure guest and associate safety. Additionally, associates have completed additional training on COVID 19 safety and sanitation protocols.

## PROMOTING HEALTH SCREENING

### *Our Shared Responsibility*

Guests are critical in preventing the spread of COVID 19. To fulfill this responsibility, we are offering resources such as COVID 19 related signage and materials describing good health practices. Signage has been posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of any disease. Associates have completed training on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.

### *Thermal Screening*

The implementation of temperature testing for guests and associates in our hotel will be driven by local Government/regulatory guidance.

### *Associate & Guest Health Concerns*

We will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self isolate, as defined by public health authorities, from the onset of symptoms and be symptom free before returning to work. Additional protocols specific to COVID 19 are in place and summarised below.

### *Guidance to Local Public Health Resources*

We will continually monitor and be educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel. Where testing or treatment of guests or associates is needed, we will provide appropriate resources to the available local public health options.

## NOURISHING THE 'NEW NORMAL'

### *Supplementing our Food Safety Protocols*

When serving food and beverages, we will continue to follow government and Failte Ireland guidelines.

### *Tailored Options for Meetings & Events*

Modifications to Food and Beverage service have been designed with the aim of reducing person contact with guests. Traditional buffet service may be suspended, or when offered, be served by an associate wearing appropriate PPE. Physical protective barriers are in place, as appropriate, for food displays. Locations of meals, breaks, and food displays may be modified or restricted to spaces reserved explicitly for each meeting or event. We will work with customers to customise seating capacities and room sets to ensure safe spaces that meet your individual needs.

### *Eliminate or Modifying Shared Use / Reuse Items*

We have minimised items (e.g. condiments, silverware, glassware, napkins, etc) in guest rooms and tables to allow for effective disinfection in between each guest. Sealed, packaged, or single use silverware and paper disposable or digital menus may be offered as an alternative. Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, will be removed and replaced with alternative options, such as pre-packaged or associate attended. Guest payment methods may be modified to reduce the handling of guest personal property, including the use of trays to pass items, or to offer self service pay at table options where possible.

### *Grab & Go and Pre-Packaged Items*

Traditional in-room dining has been modified to either no contact delivery methods or pick up grab and go. All packaging and products are single use and disposable. We continue to source responsibly while working to reduce our environmental impact.

# COVID 19 CASE PROTOCOLS

We have additional protocols in place in the event that we are alerted to a case of COVID 19 including:

## *Case Notification*

If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communication plans are in place, so that appropriate self isolation procedures and cleaning protocols may be implemented.

## *Occupied Guest Room Recovery Protocol*

In the event of a guest with a confirmed case of COVID 19 their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the necessary cleaning measures and protocols are carried out, consistent with the guidance of local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.