

Innseason Resorts Pollard Brook COVID-19 RESPONSE & RE-OPENING PLAN

Pollard Brook Management are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

COVID-19 RESPONSE GUIDELINES

1 Personnel & Guest Health

The health and safety of our staff and guests is our number one priority at the resort.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Pollard Brook Personnel will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other personnel whenever possible.

Hand Hygiene. Proper hand hygiene is essential and regular handwashing with hot water and soap is encouraged for all staff members. Hand sanitizer will be placed on all housekeeping carts and in all department work areas for staff to utilize as needed.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Signage will also include reminders regarding social distancing as well as sanitation methods being practiced.

Back of the House Signage. Signage will be posted throughout the property reminding Resort Staff of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneezing, coughing and to avoid touching their faces.

Staff & Guest Health Concerns. Our Staff have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the appropriate Resort Management staff. We will be ready to provide support to our guests. Staff are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Staff and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their Manager (Staff) or Hotel Management (Guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the State DHHS to follow the appropriate actions recommended by it.

2 Pollard Brook Personnel Responsibilities

All Team Member participation is vital for an effective sanitation and health program.

Hand Washing. Proper hygiene and frequent handwashing with soap is vital to help combat the spread of this virus. All Pollard Brook Personnel have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching of the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the resort property, going on break and before or after starting a shift.

COVID-19 Training. All Pollard Brook Personnel will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, hotel operations, grounds personnel and common area cleaners/janitorial personnel.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all Pollard Brook Personnel based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves and masks will be provided to staff whose responsibilities require them to have direct contact with guests. PPE (Gloves and masks) will be required to be worn by all Pollard Brook staff while in any occupied guest room or non-sanitized room. It is mandated by Resort Management, that staff wear PPE while in or working in other resort locations.

Daily Pre-Shift & Timekeeping. Pollard Brook Personnel pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between personnel. Larger departments will stagger personnel arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each departmental PPE station location and personnel will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Arrival

Guest Arrival

Appropriate signage will be prominently displayed in the lobby outlining proper mask usage and current physical distancing practices in use throughout the resort.

- Guests will enter the resort through the main lobby doors. These doors will be propped open, weather dependent.
- Check-in staging area will be identified and will follow distancing protocols.
- The Front Desk area will be surrounded with a plexiglass protective shield, with a gap at the bottom allowing for the pass through of items, if necessary.
- The Front Desk will allow one person at the desk at any one time when possible and a retractable belt barrier system will be used to have an entry and exit end of the desk area.
- The Desk itself will receive disinfecting every 30 mins by a Pollard Brook Personnel team member.
- On the floor will be taped areas 6ft apart where guests can form an orderly queue
- Express Check-in Option: The goal of the express check-in is to provide a fast and decisive check-in process, limiting guest time spent in close contact with other individuals in the lobby:
 - Attempts will be made by our Front Desk staff to reach every incoming guest before they arrive to offer “Express Check-in”.
 - Our Front Desk agents will answer any questions the guest might have about the area, resort, and resort protocols in response to Covid-19.
 - Our Agents will look to establish Number of Guests, Vehicle information and Credit Card Information.
- Covid-19 check-in and express check-in protocols should be followed.
 - A photo id should be shown.
 - If express check-in has been set-up, the Guests will secure their arrival envelope and proceed to their room.
 - If express check-in has not been set-up then the guest will have to swipe a credit card, then secure their arrival envelope and proceed to their room.
- Within an hour of check-in, a welcome call will be made to the Guest room to answer questions and receive any required check-in information that was missed, number of Guests and vehicles on property. Front Desk will also outline policies of the resort at this time.
- Covid-19 arrival support protocols should be followed for Guests requesting help with luggage. Luggage carts will be sanitized by our Housekeeping team every two hours as protocol. There will be disinfecting wipes in each lobby of our luggage cart buildings, for guest use.
- This plan will be posted on the resort’s Online Owner’s Inn Website.

Hotel Guest Elevators

- a) Pollard Brook Personnel will sanitize the button panels at regular intervals, at least every 2 hours during resort open hours of 7am-11pm.
- b) Signage will be posted to explain the current procedures.
- c) Recommended no mixed families in the elevators at one time.

4 Cleaning Products & Protocols

Our resort uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply chain of these cleaning supplies and the necessary PPE for personnel.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces to a minimum every two hours between 7am-11pm daily, with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, luggage carts, elevators and elevator buttons, door handles, public restrooms, room keys and locks, store, stair handrails, vending machines, game room, and gym equipment.

Guest Rooms. Industry leading cleaning and e-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, in-room remote controls, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry. All resort linen and laundry will be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility by personnel. The laundry facility will be extended on the decking area and will be closed off for guests, allowing more space for staff to carry out social distancing, and to have a separate area for dirty and clean linen.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas a minimum of four times per shift with an emphasis on the personnel break rooms, staff entrances, restrooms, loading docks, offices, kitchens, security offices and equipment, concierge service desks and training areas.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to new personnel. This includes phones, radios, computers and other communication devices, payment terminals, implements, engineering tools, safety buttons, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house break areas (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol. The unit will be unoccupied by guests until 14 days has passed since the departure.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

[Locations for the Distribution of Personal Protection Equipment \(PPE\)](#)

All PPE will be kept in the Housekeeping Management Office and will be issued and recorded by Housekeeping Management.

HOTEL OPERATIONS

6 Business Services, Office Services, Lost/Found

Cleaning & Sanitizing

- a) Counters and equipment sanitized at least once per hour.
- b) Sanitize internet stations and post sanitation signage for guest reference.

Physical Distancing Protocol

- a) Front desk staff to use separate computers and have individual stations to eliminate the need for shared equipment.
- b) Maximum of two Front Desk Staff at the Front Desk counters, maintaining a safe distance of 6 ft.
- c) Credit card swipe moved to front counter for easier guest access.
- e) Enforce six-foot physical distancing minimums with barriers and tape.
- f) Encourage the use of e-mail or room phones for all guest transactions.

7 Pool and Hot Tub Operations

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized every two hours by Pollard Brook Staff.
- b) Tables and guest contact surfaces to be sanitized every two hours.

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing.
- b) All tables and other equipment to be spaced for appropriate physical distancing.

Amenity Considerations

The opening of pools, hot tub, sauna, game room and gym will be determined by CDC and local state officials and will be part of a phased approach to reopening the resort. Pollard Brook Resort will follow these guidelines and will plan accordingly.

Resorts Activities department will not reopen until the all amenities can be reopened.

8 Public Areas

Cleaning & Sanitizing Protocol

- a) Publics Staff will sanitize the following areas every two hours:
 - Guest and service elevators
 - Resort exit doors
 - Vending machines
 - Stairwell handrails and door handles
 - Hotel entry doors
 - Exterior benches and furniture
 - Interior and exterior trash bins
 - Public restrooms
 - Guest laundry rooms

9 Front Office / Front Desk

Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including EMV credit card devices, pens and registration countertops, keyboards, phones etc.

- b) Room keys to be sanitized before re-stocking and to be kept separated at all times.
- c) When a cash transaction occurs, front desk personnel will be required to use gloves.

Physical Distancing Protocol

- a) Front Desk Staff to provide appropriate six-foot intervals.
- b) Staff every other workstation. Do not use middle FD station. Limit of two staff at the front desk at any one time.

10 [Housekeeping](#)

Cleaning & Sanitizing Protocol

- a) Carts, bins and equipment to be sanitized at the start and end of each shift.
- b) All housekeeping carts to have hand sanitizer on them at all times.
- c) Guest linen will be delivered and removed from guest rooms in single use sealed bags only.
- d) Pillow protectors on the guest room beds are to be changed during each departure.
- e) All guest room automatic ice maker bins and ice scoops will be emptied and sanitized after each guest checks out.
- a) Covid-19 HK enhanced cleaning protocols performed; check lists turned in to Front Desk.

Physical Distancing Protocol

- a) Minimized contact with guests while cleaning resort rooms is expected. Housekeeping Staff will **not** enter an occupied room, unless of an emergency.
- b) Stay over Service will not be offered during this time.
- c) Trash and Towel service will be conducted between the hours of 9am-12pm each day. This transaction will occur outside the room, keeping 6ft distance with the guest always, and Pollard Brook staff will have the appropriate PPE on.
- d) Unless mandated by the CDC or state regulations, PPE will be recommended but not mandated throughout the rest of the facility except as mentioned in section "C" above.

Guest Considerations

- a) All reusable collateral to be removed from rooms and discarded.
- b) All paper pads, pens, sales plaques, and amenity binders to be removed from rooms before opening resort.
- c) Extra pillows and cases will be placed in a bag in the closet and will be tied. If the bag was opened during a guest stay then all items will be removed, and new ones will be provided. If bag is still intact, then it will remain for next guest
- d) Specific sanitation methods will be completed to the following guest room areas:

- All door handles: including closet doors, Murphy bed handles, and deck slider/screen, kitchen cabinet handles, fridge, microwave, and oven door handles
- Bathroom dispensers
- All faucets and handles
- All light switches, including the knobs on the standalone tall lamps
- Pull cords of blinds and curtains
- TV and DVD remote controls – TV Guide
- Phones – dial pad and handset
- Nightstands, dressers – top and handles
- Tables, chairs – back and all spindles
- AC units’ buttons and knobs
- Thermostats
- Balcony furniture and ashtray
- Broom and dustpan handles, iron handles
- Salt and pepper shakers, sugar bowl and creamer

** A list of all high touch point areas to be always kept on all carts for reference.

12 MAINTENANCE DEPARTMENT

All shop areas, toolboxes, tools, computers, phones, and other equipment shall be sanitized at the end of every shift or after each use. Break chairs, tables, cabinets, small appliances etc.; to be sanitized after each use. All staff are to wear proper PPE measures (gloves and masks) when in occupied guest rooms or rooms that have not been e sanitized. Personnel are to practice safe social distancing between fellow personnel at all times.

- Staff time clock to be sanitized after each use.
- Personnel PPE station to be set up and maintained daily.

Service calls for the Maintenance Department will be classed either as Urgent, or Holdback:

- For Urgent calls, Maintenance Staff will ask the guests to leave the room if possible, to handle the issue, if not possible guests must always remain socially distanced from the staff member whilst in the room. Staff member must wear the appropriate PPE.
- For Holdback, Maintenance Staff will request a time that the room maybe vacant to go in and complete the ticket. Guest will be asked if item can be left until check-out if possible. If not possible guests must remain socially distanced from the staff member at all times whilst in the room. Staff member must wear the appropriate PPE.

PPE (Gloves and masks) will be required to be worn by all staff while in any occupied guest room or non e-sanitized room. It is recommended that staff wear PPE while working in all other hotel locations and areas, but will not be mandated unless the CDC or state officials instructs otherwise.

13 Sales Floor

Our Sales department at the resort is scheduled to open on the 15th of June.

A document explaining the extra cleaning and disinfecting protocols being undertaken at the property will be displayed at the sales reception area and can be issued to guests during or before their visit.

Key changes to the Sales Operations include:

- Guests may wait in the reception area, in the lobby or on the boardwalk wherever they feel more comfortable
- All staff will wear a facemask, and will practice good hand hygiene.
- Signage suggesting mask usage for guests, and proper social distancing of 6ft will present in the reception area
- Hand Sanitizer station will be present in the lobby, and in the reception area of sales
- Floor stickers showing a recommended 6ft distance from the Receptionist will be present
- All Sales meetings will take place on a table with the salesman and guests more than 6ft apart. Our round tables are strategically placed to make sure this happens.
- Each Sales Bay will have one table set-up in each providing ample safe distancing
- The Model, unit 341, will be fully disinfected after each sales day using a E-Sanitation sprayer, high touch points will be disinfected every two hours the Publics Staff during the day.
- Any paperwork will be completed at the guest table rather than in a separate location
- All tables and chairs will be disinfected using an EPA certified cleaner after each guest tour

14 Resort Amenities

The following amenities will only be open based on recommended from the CDC guidelines or State of NH regulations. At the creation of this document decisions where not made on the following amenities:

Fitness Center
Game Room
Indoor Pool
Outdoor Pool
Indoor Pool
Kids Pool
Jacuzzi
Sauna

Please be aware these amenities could be closed during your vacation with us, we will keep to the guidelines from the State on these areas. Pollard Brook will endeavor to open up whatever we can as soon as we are permitted.



The follow amenities we will keep open with extra sanitation efforts:

Basketball Court

Tennis Courts

Guest Laundries

Store

Playground

The safety of our guests and staff has been the main the most critical part of this reopening plan. Health and Safety has been under constant revision and review in creating this document. Innseason Resorts Pollard Brook is a special place, and we can't wait to reopen in a safe and healthy manner.

Kind Regards

Pollard Brook Management