

MEET WITH EASE



SILVERADO RESORT
GOLF | SPA | TENNIS
NAPA, CA

NapaPURE

Wellness and Safety Initiatives





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Dear Guest,

While the future of travel will look different, providing you a safe, comfortable and secure stay is our primary objective here at Silverado and every Silverado team member.

We will continue to build upon our cleanliness standards as we couple it with our personalized hospitality and genuine service. Silverado's commitment to cleanliness and hospitality has never been stronger. Whether this is your first stay or we you have visited us before, we look forward to welcoming you to Silverado Resort and Spa.

Our commitment to Cleanliness

Silverado Resort and Spa's cleanliness standards and protocols have been raised to even higher standards. We have trusted partnerships with in-house and outside experts in hygiene and cleaning technologies to develop our NapaPURE™ program. We have an ongoing partnership with companies whose core business it is to provide us with the very best cleaning and sanitizing products available. These are under the guidance of the Center for Disease Control and the California Hotel & Lodging Association. We are committed to everyone's collective health and well-being.



As we welcome you to Silverado Resort and Spa, here are some cleanliness enhancements you may notice:

Guest Reception: Reduced contact through Front Desk barrier screens and touchless transactions.

Public Spaces and Facilities: Increased cleaning frequency of high touch surfaces including 'last cleaned' charts, additional deep cleanings, availability of automatic hand sanitizer dispensers, and other best practices throughout the resort.

Guest Room: Comprehensive guestroom inspection ensuring room has been deep cleaned with recommended cleaning products AND has been inspected by one of our resort cleanliness inspectors to meet our NapaPURE™ standards, reduced in-room high touch items and increased cleaning of high touch surfaces, and a highly recognized barrier treatment.

Food & Beverage: Digital menus provided for all outlets. Reductions in density to allow for greater social distancing, increased deep cleaning of areas and high-touch surfaces, and elevated standards to follow OSHA guidance. Silverado Resort and Spa is committed to elevating our cleanliness standards that meet the need of the discerning traveler in today's ever changing environment.

My team and I hope this gives you some reassurance in your future travels plans. We are ready to welcome you to Silverado Resort and Spa.

Warm Regards,

John Evans
Managing Director/General Manager

SILVERADO RESORTS COMMITMENT TO CLEANLINESS AND HYGIENE NAPAPURE™

Silverado Resort and Spa always take great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency with which our public areas, guest rooms, and facilities are deep-cleaned and disinfected, using hospital-grade disinfectants. The resort also offers hand sanitizer throughout the property for guest and employee usage.

An entire resort program to manage and protect the guest's stay experience has been created to ensure the safety and wellness of every, visitor, associate and member here at Silverado Resort and Spa.

NapaPURE™: P- Purification of air with enhanced air filters, **U-** Uniform disinfection standards to meet strict CDC and guidelines from the California Hotel & Lodging Association (CHLA); **R-** Room deep cleaning and sanitization standards are met for our guest; **E-** Entrance ready inspection by a housekeeping leader.

HOW DO WE ENSURE THAT YOU HAVE A GREAT SAFE STAY EXPERIENCE?

STAFF TRAINING AND HYGIENE:

Hand Sanitation: Employees are reminded daily of proper and frequent handwashing technique – emphasizing its importance in combating the spread of viruses.

Employee Training: All resort employees have completed enhanced COVID-19 prevention and preparedness training as guided by the CDC and CHLA.

CLEANING PROTOCOLS:

Guest Rooms: After a guest depart and before the next guest arrives, the housekeeping team thoroughly cleans and disinfects guest rooms with a heightened focus on frequently hi-touched surfaces.

Public Areas: We have increased the frequency of cleaning and disinfecting in public spaces and meeting areas with a focus on high-trafficked areas.

Meeting Rooms: We have increased the frequency of cleaning and disinfecting in meeting rooms and meeting areas with a focus on high-trafficked areas. Enhanced air purification to influence well-being and productivity.

FOR EMPLOYEES

Non-Attendance Policy: Our staff members have a strict prevention program in place that includes not reporting to work when demonstrating any cold or flu-like symptoms, and call-offs related to illness are reported to our Human Resources team for monitoring. Employees who exhibit flu-like symptoms or live with someone who exhibits such symptoms are required to stay away from work for 10 days from the last day the person exhibits such symptoms.

GUEST RECOMMENDATIONS

The resort encourages everyone to follow guidance offered by the CDC as it pertains to prevention and treatment and review the latest updates on Coronavirus Disease 2021 Information for Travel.

Prevention: We encourage you to follow CDC recommendations and the same personal best practices that are standard for typical flu season – frequent washing of hands; avoiding contact with eyes, nose, and mouth, universal masking, and limiting exposure to other sick people

PRIORITIZING SAFETY AND CLEANLINESS FOR MEETINGS & EVENTS

With the meeting design in mind, room layouts may look different. Incorporating physical distancing and traffic flow will reduce risk and promote health within the meeting environment. Tables and chairs may be spaced to meet best practices and floor decals, and other forms of signage may inform attendees on the best way to move through the space to limit contact.

As the event space changes, it will be more important than ever to create a space that continues to promote collaboration and engagement and while focusing heavily on hygiene.

California Meetings Guidance - Napa County – Orange Tier as of 4/15/2021

Effective April 15th, California hotels are allowed to host meetings and events with attendance limits according to the colored tier of their county.

Vaccine and testing protocols were made available as an addendum to the Blueprint Activity & Business Tiers Chart. The details are:

- **Fully vaccinated travelers from out-of-state are allowed to attend events restricted to in-state residents. See the updated [Travel Advisory](#).**
- **Where capacity limits exist, fully vaccinated employees do not count toward the capacity limit. Information on vaccines can be found [here](#).**
- **For events with fully vaccinated/tested attendees, capacity limits have been increased:**
Orange – Moderate – Tier 3: Private events can occur in indoor and outdoor venues and must follow the modifications in this guidance, including:
 - Outdoor Events**
 - Attendance must be limited to a maximum of 100.
 - If attendees show proof of negative test or full vaccination, then a maximum of 300 people.
 - Attendance limits include all staff and volunteers working at the event, unless vaccinated or proof of negative test is provided
 - Indoor Events**
 - Attendance must be limited to a maximum of 150 people with proof of negative test or full vaccination.

All indoor/outdoor event attendees must show proof of negative test or full vaccination to event host, who will then provide written confirmation to the venue. Event host and or onsite contact will sign off on banquet event orders authenticating negative test or full vaccination of all attendees.

- **Fully vaccinated/tested meetings:**
 - Meetings must be separate/distant and clearly delineated. (12' distance)
 - Attendees don't need to be physically distanced.
 - Attendees must still wear masks.
- **Definitions and verifications:**
 - **Tested-Only:** Within 72 hours of event start or 24 hours for antigen tests. Verification includes test provider/lab documentation in any form that includes name, type of test, and date of negative result.
 - **Vaccinated-Only:** More than two weeks after a single dose (Johnson & Johnson) or two weeks after the second dose for two dose vaccinations. Verification includes vaccination card in any form or documentation of vaccination from a healthcare provider.

The host of the meeting is responsible for verification of vaccines. This can be the hotel if they are hosting the meeting, or the meeting planner or anyone else that could be interpreted to be the host.

Please always check with your city/county for the latest updates for each county.

For full details of state and CHLA guidance go to:

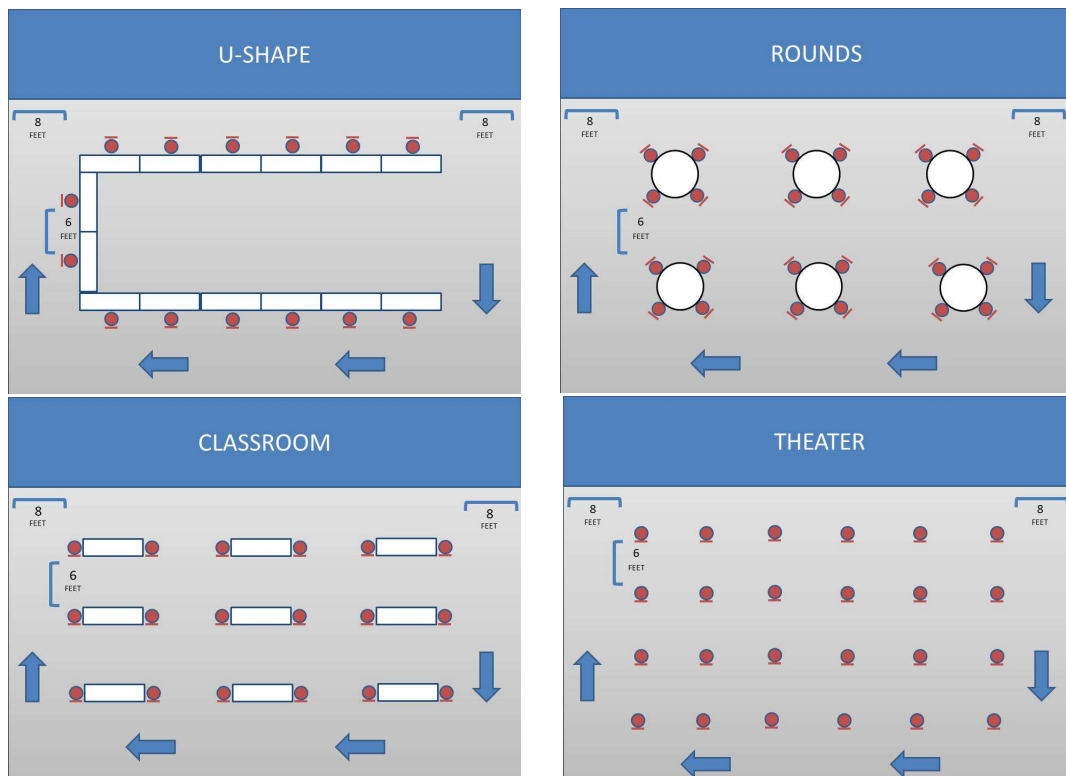
- [Blueprint for a Safer Economy](#)
- [Clean & Safe Guidance for the Hotel Industry](#)
- [Clean & Safe Guidance for Meetings and Events](#)

Banquet Sanitizing and Cleaning

- Frequent sanitization of common and high-traffic areas.
- Daily deep clean- Including tables, chairs, walls, glass windows, & doors.
- Bathrooms deep cleaned every night plus cleaned every two hours throughout the day.
- Hand sanitization stations will be set at all venue entrances and throughout venue spaces.

Banquet Setup

- Seating capacity determined by social distancing guidelines as mandated by the county of Napa. People who are fully vaccinated do not need to be 6 feet apart. Social distanced set-ups can be provided at the request of the meeting planner. An additional cost will be incurred in the event that additional table and seating inventory is needed.
 - **Classroom Set Up** – One person per six foot table or two people, if seating is at opposite sides of the table. Six feet between the front and back of each chair.
 - **Theater Set Up** – One chair per six feet of seating. Face the same direction
 - **Rounds** – Six Foot Rounds and Four chairs per round, six foot aisles between chairs.
 - **U-Shaped** – One chair per six feet of seating
- Aisle widths will be set at a minimum of 6'.
- Linens set-up as requested and replaced after every event.
- Chairs will be wiped down and sanitized after every use.
- Social Tables diagramming resources with 3D rendering options for clients to assist in visualization.
- Signage throughout meeting areas reminding guests of hygiene standards, masking, and physical distancing protocols.
- Disposable alternatives will be made available when requested.
- Hand sanitizing stations set-up at entrance to meeting venues.
- Notepads, Pens, Water Pitchers and Glasses individually set at meeting tables. Venue can also provide stations at the request of the meeting planner.



Banquet Food & Beverage Service

- Self-service buffet options temporarily suspended, however the venue can accommodate a “service/waited” buffet at an additional fee.
- Serviced coffee or beverage station provided for all meals. Beverage replenishments will require a new glass each time.
- Plated meal service options available for every event.
- French style service for bread & butter.
- Condiments available by request and served in individual packaging.
- Stationed appetizers will be attended by a server for an enhanced and safe experience.
 - All stationed and displayed food will be protected by plexi barriers or a cover to eliminate exposure. No butler passed options can be provided at this time.
- Station Attendants/Chefs will provide service behind plexi barriers while wearing gloves and a mask.

Bar Service

- Bartenders will provide service behind plexi barriers while also wearing a mask.
- One bar per every 75 guests will be provided to ease crowding. Bartender fees will apply.
- Bar top to be sanitized after each guest by the bartender.
- Plexi barrier will be provided at every bar.
- Cocktail service can be made available during events to limit crowding. Cocktail server fees will apply.
- Credit Card and or room charge only for non-hosted bars, no cash at this time.

Signage

- Social distancing signage throughout meeting/event venue locations.
- Hand washing reminders throughout meeting/event venue locations.
- Face mask mandate throughout meeting/event venue locations.
- Self-health assessment reminders throughout meeting/event venue locations.

Staffing Uniform Guidelines & Policies and procedures for banquet workforce

- All banquet employees will be required to wear masks and gloves during food & beverage service, cleaning and cooking.

Arrival Considerations/Meeting Protocols

- Consider providing onsite rapid Covid testing – please consult with your conference service manager
- Consider screening protocols (temperature checks and/or symptom screenings at the entrance of your meeting)
- Have informational materials on COVID-19 and local contact information such as nearest hospital, COVID-19 testing facility if an attendee develops symptoms or they suspect they have been exposed to someone who has COVID-19.
- Provide extra masks in case an attendee forgets to bring or provide a kit at each seat that contains a mask, mask lanyard, hand sanitizer, antibacterial wipes and pen.
- Provide color coded wristbands for attendees to wear: Red = no contact/keeping my distance, Yellow = an elbow bump is okay/okay with talking and Green = okay with hugs or high fives
- Registration Desk/Kiosks or Tables are to be one person per six feet. Use Plexi-Glass dividers
- Place Meeting Materials such as binders, books, notepads or welcome bag at each individual seat.
- Generate a QR Code for Meeting Agendas, have the QR Code available throughout the meeting space.
- AV – Live streaming options or Hybrid meeting options.
- For Speakers and Presenters on stage, space them six feet social distance.

- For breakout sessions, consider moving speakers/presenters instead of attendees (instruct attendees to allow speakers/presenters to leave the room prior to attendees leaving)
- Consider pre-assigning seats. Attendee seating remains constant throughout the meeting/session
- **For exhibits:**
 - Exhibit tables - One person per six feet.
 - Utilize Plexi-Glass Dividers.
 - Limit the number of people allowed to enter the exhibit areas.
 - Utilize floor signs or clings to designate one-way traffic.
 - If Exhibitors has giveaways consider handing the items in a takeaway bag so attendees are not touching the items directly on the table.
 - Allow for longer Exhibit times so all attendees have a chance to visit exhibitors.

Special Events – Weddings/Parties

- Detailed guidelines will need to be developed for all special events such as weddings
 - Families and fully vaccinated guests can be seated at tables without social distancing.
 - AV – Live streaming options.
 - Temporary suspension of Coat Checks.
- Vendor/Contractor rules (bands, florist, cake, photography, etc.), dance floor requirements, cake cutting, ceremony, bar service, etc.
 - Detailed load in and load out schedule. Staggered Delivery/Pick up Times between vendor/contractors.
 - Follow all mandated CDC, federal, state and local guidelines and/or restrictions for services including daily health screening requirements.
 - Follow hotel/venue guidelines.
 - Vendors coming into direct contact with guests are required to wear masks while on property.
 - All equipment is to be sanitized before entering hotel/venue.
 - Where feasible, consider not having high-touch equipment be shared. If shared, high-touch equipment such as microphones, clickers/slide advancers, laptop computers and podiums will be disinfected after each speaker and session and on daily basis.
 - All rented furniture or equipment will be properly sanitized after installation and prior to guest use.
 - Physical distancing between and amongst vendors (e.g. photographers, florists, etc.), officiants, and other event workers and event attendees must be maintained at all times. Photographers should use lenses that allow for physical distancing.