



## HEALTH, SAFETY, AND WHAT TO EXPECT

Dear Valued Guests,

First and foremost, our thoughts are with those who have been affected by the COVID-19 virus and to the health care workers caring for them.

We know your lives have changed and day-to-day expectations are certainly a little different. Rest assured, we have made every effort to enhance our health and safety precautions complying with the Centers for Disease Control and Prevention (CDC), state guidelines, and local health orders.

For 38 years, our legendary service has prevailed during the most challenging of times. We are now ready and excited to open our doors and wish to thank you for our patience and loyalty.

To safeguard our guests and staff as well as prevent the spread of COVID-19 in our community and the workplace, the following health and safety measures have been implemented:

Sincerely,

A handwritten signature in black ink, appearing to read 'Russ Olsen', written in a cursive style.

Russ Olsen  
Chief Executive Officer



**MANDATORY MASK-WEARING IN PUBLIC SPACES**

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## **MANDATORY MASK-WEARING IN PUBLIC SPACES**

Utah's Governor Herbert has mandated all individuals living within or visiting Summit County wear a face mask while inside publicly accessed indoor establishments to prevent the spread of COVID-19.

Summit County includes all of Park City and Stein Collection Properties.

Face Coverings Mandatory.

All individuals will wear face coverings that completely cover the nose and mouth in the following circumstances: Inside of, or in line to enter, any indoor space, which is open to members of the public. This includes transportation vehicles.

### Exemptions

Individuals age two years or under.

Individuals with medical condition, mental health condition or disability that prevents wearing a face covering

Individuals who are hearing impaired, or communicating with an individual who is hearing impaired, where the ability to see the mouth is essential for communication.

Individuals who are obtaining a service involving the nose or face for which temporary removal of the face covering is necessary to perform the service.

Individuals who are seated at the restaurant or other establishments that offers food or beverage service, while they are eating or drinking.

Individuals who are purchasing a product or receiving a service that requires identification may briefly remove the face covering, as necessary, so that the retailer or service can verify the identity.

### Violations

Local law enforcement agencies are directed to enforce the order and violations will be considered as an infraction carrying a maximum penalty of \$750 fine and no jail time.



## GUEST HEALTH ATTESTATION

By entering the premises, you are attesting that:

- You do not have COVID-19 infection and are not currently experiencing or displaying, and have not in the last 14 days experienced or displayed any of the following symptoms:
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
  
- You have not in the last 14 days had any close contact with anyone who is either confirmed or suspected of being infected with COVID-19, including anyone who was experiencing or displaying any of the known symptoms of COVID-19

We are restricting access to all Stein Collection properties for anyone with knowledge that they have a COVID-19 infection or have recently been exposed to the virus.



## HEALTH AND SAFETY PRACTICES

According to the CDC, the best way to prevent illness is to avoid being exposed to a virus

### Everyone Should

Wear a face mask while in any indoor public space throughout Park City and at any Stein Collection Property. (see page on mandatory masks for exceptions)

### Wash your hands often

- Wash your hand often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing or sneezing
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces with your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### Avoid Close Contact

- Avoid close contact with people who are sick.
- Remember that some people without symptoms may be able to spread the virus
- Stay at least 6 feet between yourself and other people

### Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to other even if you do not feel sick
- The cloth face cover is meant to protect other people in case you are infected
- Continue to keep 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing

### Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of you elbow
- Throw used tissues in the trash
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.

### Monitor Your Health



- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19 found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- Take your temperature if symptoms develop.
- Follow CDC guidance if symptoms develop at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.



## **GUEST EXPERIENCE**

### **Guests**

- Will have hand sanitizer available and recommended to wear a mask
- Will wear a face mask as outlined in this document
- Overnight hotel guests will receive a complimentary kit featuring hand sanitizer, two disposable face masks, a custom COVID-19 card and a hygiene door opener
- Will be asked to maintain social distancing in public settings
- Appropriate signage will also be prominently displayed outlining physical distancing practices in use throughout the resort

### **Arrival and Departure**

- Staff will adhere to strict hygiene measures and comply with Personal Protective Equipment (PPE) guidelines
- Valet services offered
- Luggage placed and retrieved from room made optional
- Electronic check-in and check-out recommended

### **Elevator Use**

- Unless of the same family, no more than two total persons in an elevator at one time (including staff members)

### **Hotel Shuttles**

- Transportation Services permitted provided: high touch surfaces inside vehicles are disinfected before and after each use.
- Unless of the same family, no more than four guests will be permitted per SUV and larger passenger vans limited to 50% occupancy

### **Guest Rooms**

- Guests may opt out of daily housekeeping service by using their DO NOT DISTURB privacy sign
- Nightly Turndown will be suspended
- Self-use laundry available
- Room collateral is available upon request
- Guest linen will be delivered and removed from guest rooms in sanitized bags
- Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables and chairs
  - Phones and remotes
  - Thermostats and safes
  - Cabinetry, pulls and hardware
  - Doors and doorknobs



- Bathroom vanities, fixtures, hardware and accessories
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities
- Mini refrigerators, microwaves and kitchens



## STAFF PRACTICES

### Training

- All staff will receive training on COVID-19 safety and sanitation protocols
- No-touch thermometers and COVID surveys will be used to check all staff before returning to work and during daily staff meetings
- Training on how to properly use and dispose of all PPE will be mandatory.

### Protocols

- All staff will maintain social distancing when in public settings
- Staff will wear a face mask in all areas with exceptions noted in Health Order 2020-08 2.3
- Staff will not shake hands.
- All staff will follow strict hygiene standards, including:
  - Wash hands frequently with soap and water for at least 20 seconds
  - Use hand sanitizer frequently
  - Avoid touching your face
  - Cover coughs or sneezes (e.g. into a tissue, sleeve, or elbow; not hands)
  - Regularly clean high-touch surfaces (e.g. door handles, counters, light switches, remote controls, restroom surfaces)
  - Follow any other standards promulgated by the Centers for Disease Control and Prevention (CDC), the Utah Department of Health, and local health department

### Cleaning and Disinfecting

- Our hotel uses cleaning products and procedures which meet federal and health guidelines are approved for use and effective against viruses.
- The frequency of cleaning and sanitizing has been increased in all public and back of house spaces with an emphasis on frequent contact surfaces including, but not limited to, reception and guest service counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.

### Personal Protective Equipment (PPE) – compliance will state and local health guidelines

- Protective masks are provided to all staff members and worn indoors, during interactions and worn when social distancing is difficult to maintain.
- Gloves will be provided to staff based on their role and responsibilities and in adherence to state, local and SELMC regulations and guidance

### Hand sanitizer

- Will be placed at key guest and staff entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas



## FOOD AND BEVERAGE SERVICES

### General Information

- All dining outlets in compliance with state and local health guidelines
- Reservations will be recommended to be made in advance to accommodate change in occupancy
- Tables will be limited to groups of 10, preferably members of the same household
- Groups of patrons at tables must maintain a distance of 6 feet from patrons of other parties
- Restaurants will be closed for cleaning and disinfecting in the morning, afternoon, and evening. Cleaning and disinfecting include all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Menus are single use or available via QR code
- Kitchens will be deep cleaned daily and sanitized between meal periods

### Room Service

- Tray deliveries to guest room may be optional and placed in front of the door
- Available from 7am – Midnight

### Troll Hallen Lounge

- Breakfast – 7am to 10am
- Lunch – 11am to 230pm
- Après Bike – 330pm to 5pm
- Dinner – 6pm to 12am

### Sunday Brunch

- Family style service
- Hours – Sundays 11am-200pm
- Reservations highly recommended

Note: Champions Club food and beverage and First Tracks Kaffe remain closed



## AMENITIES

### Freestyle Theater

- Social distancing with seating for 24
- Movies and sporting events played daily
- Hours of operation
  - Noon – 4pm
  - 4pm – 5pm closed for cleaning
  - 5pm – 10pm
- Guest key card access required
- Food and beverage temporarily unavailable

### Champions Club

- Arcade game room available with social distancing
- Hours of operation
  - 11am – 3pm
  - 3pm – 4pm closed for cleaning
  - 4pm – 7pm
  - 7pm – 8pm closed for cleaning
  - 8pm – 11pm
- Guest key card access required
- Food and beverage temporarily unavailable

### Stein Sport

- Mountain bike shop open from 10am-5pm
- Appointments encouraged for rental pickup
- Contact points of all bikes and rented gear to be sanitized after each use



## **POOL AND SPA**

### **Pool and Hot Tubs**

- Open with operations at a reduced capacity that enables appropriate social distancing
- Outdoor pool hours from 1030am to 530pm
- Guest key access required
- All pool furniture to be sanitized after each use
- Food and beverage service is temporarily unavailable

### **Fitness Center**

- Staff will go through symptom checking before every shift
- Space capacity will be limited to ensure social distancing
- Fitness center hours
  - 8am – 1030am
  - 1030am – 1130am closed for cleaning
  - 1130am – 230pm
  - 230pm – 330pm closed for cleaning
  - 330pm – 5pm
- Guest key access required
- Personal training is temporarily unavailable

### **Spa Facility**

- Symptoms will be meticulously monitored, and staff will go through symptom checking before every shift
- Strict hygiene protocols instituted
- The following treatments are open: massages, body treatments, hair appointments, manicures, and pedicures
- Vichy and Facial treatments are temporarily unavailable
- Locker rooms, wellness classes, steam room and sauna temporary unavailable
- Guests must arrive dressed for treatments
- Both service provider and guest will wear face coverings with exception given to guests when mask interferes with service
- Spa hours from 10am to 5pm



## **EVENTS AND WEDDINGS**

- Events are allowed with increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met
- Bathrooms will be sanitized at a minimum, once per hour, during events
- Seating capacities and floor plans to be reviewed by an event by event basis to ensure appropriate social distancing follows local County guidelines
- Room capacity may be reduced to ensure social distancing requirements
- All buffets stations will be staffed by hotel employee, who serves the guest
- Cash bars will be temporarily discontinued
- Guests will be required to sanitize hands before entering an event space
- A hotel provided attendant will be provided for all meeting breaks and beverage stations



## HEALTH RESOURCES

Centers for Disease Control and Prevention

<https://www.cdc.gov/>

Utah Department of Health

<https://health.utah.gov/>

Summit County Health Department

<https://summitcountyhealth.org/>

U.S. Travel Association

<https://www.ustravel.org/>