

CW RESORTS: HEALTH & SAFETY PLAN

CORONAVIRUS UPDATE

Colonial Williamsburg Resorts commitment to cleanliness and hygiene has been a long standing, core operational principle protecting and serving our guests and associates since 1937.

We have aggressively taken further steps to ensure the safety and world-class experience you have come to expect at Colonial Williamsburg Resorts. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19 et al, and include everything from hand-washing hygiene and the latest cleaning products specifications to a vast array of technology designed specifically for use in public spaces and guest rooms.

As we prepare for a phased reopening, we have made updates based on guidance from health authorities, such as the Centers for Disease Control and Prevention (CDC) and appropriate government agencies.

These measures are designed to promote:

- Cleanliness & Comfort
- Social Distancing
- Reduce Contact

Any guests with questions regarding upcoming reservations are encouraged to contact our Customer Reservations team at 1-855-231-7240.

As we welcome our valued guests, we will be implementing the following protocols:

ASSOCIATE & GUEST HEALTH

The Health of our associates and guests is our number one priority.

Face Coverings. All employees will wear face coverings in indoor public settings throughout their shift.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and associate entrances and contact areas such as lobby, reception areas, restaurant entrances, meeting and convention spaces, elevator landings, pools, golf club, tennis courts, salons and exercise areas.

Front of the House Signage. There will be health and hygiene reminders throughout the property including social distancing markers and reminders.

Back of the House Signage. Signage will be posted throughout the property reminding associates of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

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

ASSOCIATE'S RESPONSIBILITIES

Associate's training focused on educating and empowering them to deliver the enhanced health and safety program with confidence passing on this care with each guest.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Colonial Williamsburg Resorts associates 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 the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving their work station, going on break and before or after starting a shift.

COVID-19 Training. All associates will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Golf, Spa, Tennis, Hotel Operations including Sales and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all associates 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. Every associate entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to associates whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Huddle & Timekeeping. Associate huddle meetings in areas that allow for appropriate physical distancing between associates. Larger departments will stagger associate arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and associates will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and disinfection procedures are followed and updated per the latest expert guidance.

PUBLIC SPACES & GUESTS RELATIONS

We are going above and beyond our normal protocols. Our public areas are cleaned hourly with extra attention to high traffic areas including front desk counter, concierge desks, and public restrooms. All shared workspaces including business center, supplies and room keys, pens, and credit card equipment will be cleaned regularly.

There will be no valet parking – only self-parking.

We will limit the number of guests at desk, in lines and in the lobby and other public areas.

We will be temporarily discontinuing welcome beverages at check-in, newspaper delivery services and lobby coffee stations for the health and safety of our guests.

We have modified processes to limit the need for in person transactions, at the Williamsburg Lodge, Autograph Collection Marriott Mobile check-in system and express checkout is in place.

Guests will notice we have temporarily removed public space furniture and amenities to avoid contamination and to facilitate room sanitization plan.

GUESTS ROOMS

We have elevated our rigorous protocols to thoroughly clean all surfaces with hospital grade disinfectants.

Room cleaning will be available upon request. Information will be gathered at check-in regarding your preferences for guest room cleaning.

Sanitization wipes are being placed in every guest's room; masks are available for guests on demand.

Re-training programs for Housekeeping teams on all cleaning protocols are being implemented.

Supplies and Equipment will be deep cleaned and sanitized regularly.

DINING

Curbside, Take-out, and Outdoor Dining is available at select location.

SOCIAL DISTANCING

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing. There will be signage to include check-in, check-out, elevator lobbies, dining, spa, golf, and retail shops. We have added partitions at check-in to provide an extra level of precaution for our guests and associates.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between associates whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Buffets will have an automatic attendant who will be serving the food – self-service eliminated.

Back of the House. Physical distancing protocols will be used in the associate dining rooms, uniform control areas, shared office spaces, and other high-density areas in order to ensure appropriate distancing between associates.

THE SPA OF COLONIAL WILLIAMSBURG

To help acquaint you to those changes, below are the latest updates you can expect to see when you return:

Spa Associates: Our Front Desk associates are required to wear protective masks. Each of our associates have been provided guidelines on safe mask use and the importance of frequent hand washing & sanitization methods. Associates who handle Point of Sale transactions are properly sanitizing their hands every time they interact with any payment method.

Reduced Contact: To limit person-to-person contact, guests are encouraged to utilize our online booking platform to book services. We are working to incorporate touchless point of sale options. Where possible, we will ask that you swipe your own credit/debit card and we will discontinue asking for PIN numbers for transactions.

Social Distancing: You can anticipate being greeted by your service provider in a socially distanced manner, that may vary from where you have traditionally been greeted previously. In order to maintain safe distances, we are expanding “waiting” locations and our staff will direct you to the location where you will be greeted for your service. Your service provider will meet you wearing a mask and escort you to your treatment room.

Cleaning: Our Associates have been trained to execute in a highly detailed sanitization process for all treatment rooms, salon stations and all public locations. We have extended the time between services to provide ample time for Associates to properly sanitize and prepare the treatment room/space for the next guest. Once you are situated in your treatment room, we will explain the service and share the sanitization guidelines, providing you a comfortable, nurturing and therapeutically beneficial service.

Face Coverings & Gloves: We will extend to you the option of wearing a mask during your treatment and ask that you consider doing so anytime you are in close proximity to the Associates (i.e. when lying face up during massage). Our estheticians will be wearing protective face shields and masks during facials to alleviate the need for a mask on your part during all facials, per state guidelines.

Our service technicians will be allowed to wear gloves to deliver your service, upon your request. However, they are required to wear protective masks during the entire treatment experience.

All TESTER samples in our retail boutique areas have been removed. Our team will be happy to provide you with an individual sample. This allows us to maintain proper sanitization of all retail items.

Behind-the-scenes:

Our commitment is to provide “Flawless Service; Every Guest, Every Day.” As part of this commitment we are paying special attention to the everyday details which extend to the parts of our operations guests do not see.

- When clocking in for their shifts our Associates are:
- prompted to review a list of symptoms, including those of COVID-19, so they know not to clock-in, but to go home if experiencing symptoms.
- Temperature checks are being administered to every Employee Partners prior to entering the spa facility on a daily basis.
- In our spa, salon and fitness operations, cleanliness and proper sanitization are our highest priority. In all our locations we have implemented procedures and guidelines for the use of EPA-approved disinfectants to disinfect point-of-sale systems and other high touch points at no less than every 30 minutes and/or between services or guest use. This includes all fitness center locations. We have made available sanitization wipes in our fitness center locations for guests and we strongly encourage you to properly wipe down equipment on your own both before and after use. Our team will be present to do the same.

THE GOLDEN HORSESHOE GOLF CLUB

GOLD COURSE PLAYERS WILL START ON HOLE #6. ***

Golf Services:

The Gold and Green Course must have one person per cart unless playing with immediate family. Walking is optional and encouraged to practice safe social distancing.

The Spotswood Course is open for walking only.

Golf carts will be sanitized before and after rounds by wiping down all touchpoints and surfaces/countertops.

Guests and Members will be required to handle their own golf bags upon arrival and departure from the course. Our outside staff has been instructed not to handle players’ golf bags as an additional safety precaution during this time.

Towels and sand bottles will no longer be on the carts.

Scorecards, pencils & tees will no longer be on the carts. Our outside staff or pro shop staff can distribute these items when requested. Please take these items with you upon completion of your round.

Only one group allowed on the first tee at a time. Practice appropriate social distancing while using the practice tee.

Leave the flagstick in the hole at all times and avoid touching the flag stick if possible.

Golf Maintenance:

Cups on each course have been flipped to allow the ball to only drop 1-inch and make it easier to pick out.

Flagsticks will be wiped down on a daily basis.

All rakes from bunkers, all ball washers and all water coolers have been removed from the courses.

On the practice putting green, all cups have been removed and you now putt to the stick.

Food & Beverage:

A beverage cart will be available Friday-Sunday and/or based up play volume. Bottled water and Powerade can be purchased in the golf shop.

Pro Shops:

Players will be asked to self- swipe credit cards at the counter.

Members are encouraged to "Member Charge" all cart fees, guest fees, & merchandise purchases.

When checking-in, please be aware of proper personal spacing while waiting. Members may call ahead when checking in to avoid entering the pro shop. No receipts or starter tickets will be distributed.

We have set up an online version of our golf shop with select apparel and gift certificates. Free shipping and curbside pick-up available. [Click here to visit and shop from home.](#)

WAIVING CHANGE AND CANCELLATION FEES

In response to changing marketplace conditions, Colonial Williamsburg Resorts is committed to ensuring our customers experience flexibility during these challenging times. For guests with existing reservations for any future arrival date, including reservations with pre-paid rates that are typically more

restrictive, we will allow full changes or cancellation without a charge up to 72 hours prior to arrival, as long as the change or cancellation is made by June 30, 2020. Any changes to existing reservations will be subject to availability and any rate differences.

For guests making new reservations for any future arrival date, including reservations with pre-paid rates, between today and June 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 72-hours before your scheduled arrival date. Please note that changes to the reservation will be subject to availability and any rate differences.

This policy does not apply to travel associated with a Group booking. For guests with Group reservations (e.g., for meetings, events or conferences), please review the booking rate rules and contact the group organizer for more information.

The following holiday days have cancellation exceptions: July 4th – 7/3/2020-7/4/2020 – 3 day Cancellation, W&M Graduation 10/9/2020 – 10/10/2020 – 30 days Cancellation Policy, W&M Homecoming 10/16/2020 – 10/17/2020 – 30 Days Cancellation Policy, Thanksgiving 11/25/2020-11/27/2020 – Full Prepayment. Non – Refundable., Grand Illumination 12/4/2020 – 12/6/2020 – Full Prepayment. Non-Refundable., December 12/7/20-12/22/2020 – 14 Day Cancellation; Christmas Week 12/23/2020-12/26/2020 – 45 Days Cancellation, December 12/27/2020 – 12/31/2020 – 14 Days Cancellation; 2020 W&M Graduation 5/21/2021 – 5/21/2021 New reservations you make between June 14 – September 15, 2020 – for any future arrival date – can be changed or cancelled at no charge up to 72 hours before your scheduled arrival. This includes Advance Purchase Rate reservations. The only exceptions are reservations booked under Group & Special Events Rate reservations. The cancellation policies for a Special Event Rate will be noted.

MEETINGS, CONFERENCES & EVENTS

We will continue to be flexible and “COVID-conscious” in our actions. What you can expect:

HYGIENE & SANITIZING PROTOCOLS

- Public event spaces in the resort will be cleaned every hour.
- Bathrooms will be cleaned every 30 minutes.
- All shared equipment and meeting amenities will be sanitized before and after each use.
- All linen, including underlays, to be replaced after each use.
- Clean & soiled linens to be transported in sealed single use plastic bags into and out of meeting rooms.

PHYSICAL DISTANCING PROTOCOL

- All buffet & self-serve style events to be temporary suspended.
- All food and beverage items to be individually plated & served.
- Meeting space will accommodate more spacing between attendees.
- Coffee & other break items to be full-service by resort staff (no self-service allowed).
- Team building events can be modified to accommodate physical distancing requirements.
- Flatware to be provided as a roll-up with sanitized sticker wrap.

- Condiments to be served in individual single serve sanitized containers.
- Seating capacities & floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows government mandates, and Center for Disease Control (CDC) guidelines (in coordination with Williamsburg Fire Department).
- All classroom and theater sets will be temporary suspended for our guests and staff safety.

GUEST CONSIDERATION

- Bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Social distanced floor plans will be customized for events
- Modified banquet and event menus available to assist in planning meeting and events.