



Statement on Cleaning Protocols

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guest and associates. On a daily basis, associates at our hotel are working to ensure that they meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from frequent handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps The Resort is taking include:

Associate Health, Safety and Knowledge: Resort associates - and their own health, safety and knowledge - are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent hand-washing is vital to help combat the spread of viruses, in our staff meetings, all departments are reminded that cleanliness start with this simple act. It's important for their health and that of our guests.
- **Ongoing training:** In addition to training on housekeeping and hygiene protocols, resort associates are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** The Resort continues to closely monitor national, regional, and state and local authorities, including the Centers for Disease Control and Prevention (CDC) and South Carolina Department of Health and Environmental Control (DHEC) to ensure we are apprised of the latest information.

Cleaning Products and Protocols: The Resort uses industry recommended cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** All guest rooms and suites use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch areas with items.
- **Public Spaces:** All resort outlets have increased frequency of cleaning and disinfecting in public spaces, with focus on counters, front desks, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work "behind the scenes," Coffee & Pastry Lounge, Fitness Center, Laundry Facilities and other outlets that serve our guests are increasing frequency of cleaning and focusing on high-touch areas.