

RAMADA®

BY WYNDHAM

PENTICTON HOTEL & SUITES

COVID Safety Plan (PAGE 1 of 3)

Our plan is current as of this date: Aug 27, 2020

Our Contact for COVID-19 related concerns: Jessica Dolan (GM)

You can reach our COVID-19 contact by phone: 250-492-8926

Our customer facing version of this plan is available at front desk.

Knowing our common areas are used by guests and team members alike, we augmented our cleaning processes for everyone's safety and peace of mind. We have increased the cleaning and sanitizing schedule of all public spaces, with an emphasis on frequent contact surfaces, and updated procedures for interactions between guests and staff.

Some examples of how we are taking important steps to bring you the excellent experience you expect from an industry leader.

- Offices, desks, counters, workspaces and related equipment will be sanitized regularly.
- Key cards will be sanitized upon return and sanitized again prior to distribution.
- Key drop will be contactless with a box for guests to return their key cards to be sanitized.
- Hand sanitizer needs to be used frequently.
- Masks must be worn by employees and guests in hotel indoor public places.

Updated Housekeeping Policies

Our housekeeping policies have been modified to support the health and safety of our guests and team members. Housekeeping services will be limited to essential guest needs only.

- Housekeepers will not enter the unit when guests are present.
- Housekeepers should always wear disposable gloves and protective masks, disposing of gloves after each room cleaning.
- Daily housekeeping services are suspended for the time being.
- When delivering requested items, housekeepers will wear gloves and mask and will not be permitted to enter rooms. Guests must leave the room if they need help with the set up of cots or playpens.
- For any housekeeping requests, guests will be requested to leave the unit and the housekeeper will sanitize your unit prior to leaving. If guest cannot leave the room, request that they stay on the patio/near patio area of the room or wait in hallway while cleaning is being completed.
- The following items have been removed from the rooms (all items are available upon request)
 - Non-Essential Collateral: Guest directory, Take-out menu, Note Pad and Pens.
 - Decorative Pillows
- Housekeeping carts and all equipment should be wiped down and disinfected after each shift.
- All hand sanitizing dispensers throughout the property is restocked frequently.

Augmented Room Cleaning

We have enhanced our cleaning process to ensure that all guest rooms are thoroughly cleaned and sanitized. We will have the following sanitization process continued for all touch points and surfaces:

- Entries and doorways - All entry, bedroom and bathroom doors will be thoroughly sanitized.
- Kitchens - All surfaces, sinks and cabinet handles will be individually sanitized.
- Bathrooms - All surfaces, toilets, floors, door handles, faucets in sink and shower, including the shower head will be sanitized with a peroxide disinfectant.
- Mirrors – Mirrors will be cleaned with glass cleaner.
- Furniture - All furniture, including, but not limited to dressers, nightstands, end tables, desk, benches, chairs, lamps, remotes, telephones, alarm clocks etc. will be fully sanitized.
- Miscellaneous – Light switches and temperature control panels
- All bed linens and towels in the room must be changed following a guest check-out.
- Trash Receptacles and Ice Bins - spray and wipe with Multi-Purpose Cleaner.

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COVID Safety Plan (PAGE 2 of 3)

Public Spaces

Hand Sanitizer stations have been set up in multiple areas throughout the hotel and property for guest and employee use.

All public spaces will be deep cleaned and continually sanitized, including back house areas and will entail the use of Health Canada Approved surface sanitizers and disinfectants, including germicidal wipes for routine cleaning at all touch points, including:

Lobby/Entry Areas

- Mezzanine doors/handles, desks and countertops, computers, mouse pad, elevator cabs and buttons.
- Handrails, doorknobs, entry doors and exiting doors.
- All exterior stair rails and interior rail.
- Luggage Carts will be cleaned with sanitizing solution frequently
- Coffee station, candy machine and magazines have all been removed from the lobby area

Pool/Spa Areas

- Heightened cleaning of touch points
- Water features will be closed and disinfected regularly to ensure water quality.
- All pool furniture will be deep cleaned and continually sanitized.

Lobby Restrooms

- Every touchpoint will be sanitized, including (but not limited to): Stalls, Toilet paper dispensers, Door handles and Sink areas.
- Each restroom will be shut down periodically for a deep sanitization.

Administrative Areas

Safety starts behind the scenes. We are taking extra steps in our administrative areas to ensure our team members' safety and help them carry best practices forward to you. We start with these important steps:

- Daily inspection of Team Member hand washing stations to ensure that they have sufficient soap, towels, and running hot water.
- Discourage employees from using each other's phones, tools and equipment.

Offices

- All phones, desks and surface areas are sanitized daily.
- Team members are assigned to, and trained in, specific areas of responsibility.
- Copiers machines thoroughly sanitized daily.

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COVID Safety Plan (PAGE 3 of 3)

Maintenance

- Maintenance should only enter and fix rooms when a guest is not present. Request that guests leave their room when an item needs to be repaired or replaced.
- If guest cannot leave the room, request that they stay on the patio/near patio area of the room or wait in hallway while repairs are being completed.
- Proper mask and gloves should be worn when entering the guestroom.
- Disinfect all areas of the spaces in which they were working. Also, clean both door handles on the main room door.
- Non-urgent in-room maintenance issues should be halted until a room is no longer occupied and has been cleaned according to post-occupancy standards.
- Shared tools and equipment shall be disinfected after each shift or transfer to a new employee
- All guest luggage or bags will be handled with gloves only

Enhanced Check-In [In-Person]

We have developed new check-in processes to ensure the safest experience possible for the health and safety of our guests and staff. All guests will be required to follow social distancing guidelines while at the resort.

- Guests must wear face covering in hotel lobby.
- To further assist with distancing, we request only one person from each party to wait in line or check-in at a time.
- There will be at least one free terminal between agents whenever possible.
- Plexi-glass barriers are installed at front desk terminals
- Staff will require guests to show ID behind the plexi-glass and swipe their own credit card into the machine.
- Guests will receive a sanitized pen to sign registration form. Guest is to place used pen in the dirty pen bin at front counter.
- Key(s) will be sanitized and placed in a key packet.
- Stickers are placed on the ground in the front lobby in order for guests to social distance 6ft apart.