

June 4, 2020

Myer Hotels Guests,

Our core values of Passion for serving others, Excellence in what we do, Teamwork, Integrity, and treating guests, team members, and vendors like Family have been foundational for more than 50 years in the hotel business. These enduring values guide us as we respond to the Coronavirus (COVID-19).

Please know that we are vigilantly monitoring the COVID-19 situation. We use many resources to guide us as we put precautions in place to ensure a healthy hotel. The franchises and memberships, American Hotel and Lodging Association, local health department, and the CDC and WHO protocol are all being communicated with or monitored. The managers have collaborated and have crafted the framework of a plan for preparation and implementation. The safety of our guests and team members is our top priority. Below is an update of what we are doing, always with your safety and comfort in mind.

10 Highlighted points:

- 1. Extensive employee training.**
 - a. Team members are being designated at all of the hotels for sanitizing high touch points such as, door handles, countertops, elevators, public area furniture, telephones, luggage carts, breakfast areas and others. Our normal cleaning and laundry practices use chemicals designed to disinfect, clean, and protect our team members
 - b. Even though contact with our customers should be just as pleasant and proactive as it is today, we are encouraging you to not touch or shake hands with a customer, vendor, or co-worker. Greet them from a larger distance, and when possible interact with them in ways that do not put you in close proximity with them for an extended period of time.
- 2. Employee Temps:**
 - a. Taken every morning before starting work and qualifying COVID-19 and health questions asked.
- 3. Social distancing:**
 - a. Between guest and employees.
- 4. Hand sanitizer:**
 - a. Dedicated person to walk hotel and do nothing but sanitize and disinfect.
 - b. Sanitizer is being provided at many touchpoints in the hotel as long as we can acquire and have supplies.
- 5. Breakfast:**
 - a. Grab and Go Breakfast (At some of the Hotels)
 - i. No Hot Breakfasts at this time.
 - ii. Grab bag will include / Fruit / Breakfast Bar / Pastry / Water or Juice
 - b. Pre-order Breakfast and picked up outside the Breakfast area.
 - c. Some have a choice of a Hot or cold Breakfast
 - d. Some will be giving out Menus at the front desk.
- 6. The gift shops:**
 - a. Will implement a system where the customer does not touch merchandise.
 - b. If they want to purchase, our guest service agent will handle the merchandise.
- 7. Exercise rooms:** Will vary between the Hotels
 - a. Call front desk and make a reservation for usage.
 - b. No more than 2 people at a time.
 - c. Will be sanitized, locked and managed at the discretion of the manager.
- 8. Pools:** Will vary between the hotels.
 - a. Call the front desk and reserve a time to swim.
 - b. Time in pool will be 1 hour or more depending upon demand.
 - c. Each hotel will set their own maximum limit on number of people in the pool.
- 9. Continue to follow CDC and state guidelines.**
- 10. PPE recommended for the guest.**