

STAY
APART
OF
SAFETY

STAY A PART OF SAFETY

At Omni Hotels & Resorts, the health and safety of our guests and associates has always been, and always will be, our top priority. COVID-19 has changed every facet of our world and the way we do business. In an effort to **Stay A Part of Safety**, we have updated our already thorough cleaning guidelines and implemented additional processes and procedures to ensure your health, safety and comfort as part of the new “Omni Safe & Clean” initiative. Within each of our individual hotels and resorts, guests can expect to see the following standards implemented allowing our associates to provide exceptional service in a safe environment. The Omni Safe & Clean initiative follows the guidelines set forth by the Centers for Disease Control and Prevention (CDC) and each individual Omni location will adhere to local and/or federal mandates. Protocols and guidelines from these authorities are expected to evolve, and as such, so will our below processes and procedures. Similarly, these guidelines meet or exceed the “Stay Safe” initiative set forth by the American Hotel & Lodging Association (AHLA).

We are confident in our entire family of associates’ ability to welcome you safely back at our hotels across North America, with the personalized service you’ve always known and trusted.

Sincerely,



Peter Strebel
President
Omni Hotels & Resorts

STAY A PART OF SAFETY

We have made some changes to the way we host meeting and events to ensure the safety of all guests and attendees. Key changes include the following areas:



Associates



Cleanliness



Arrival
Experience



Traffic Flow



Guest Rooms



Outlets



Banquet Food
& Beverage



Meeting &
Event Space



Audiovisual



Amenities &
Recreation



Spa



Response
& Protocols



Omni Amelia
Island Resort

Stay A Part of
Safety Procedures



Stay A Part of Nature...

1,300 acres beachfront Island Oasis
3.5 miles of uncrowded beautiful beaches
7 miles of trails in harmony with nature



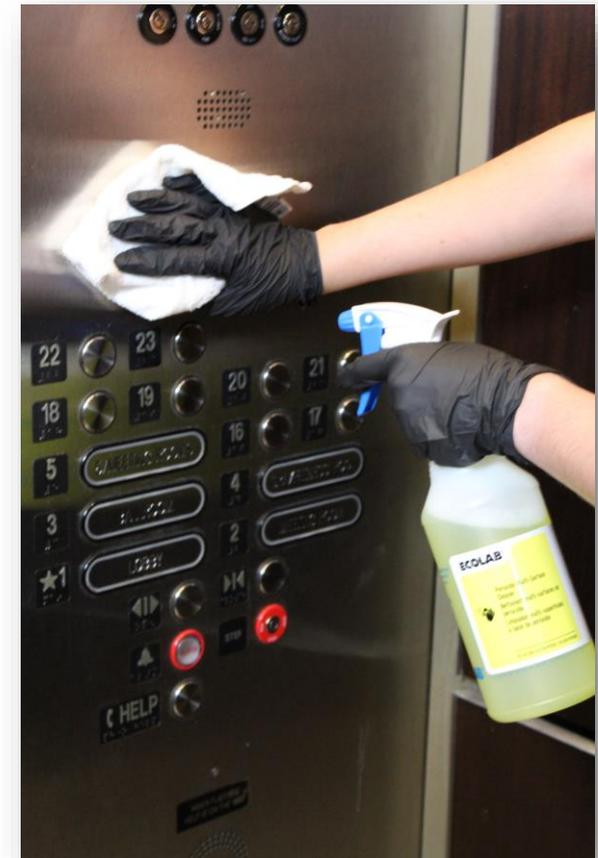
Associates



- Daily health screenings (temperature checks and symptom screenings)
- Face masks and gloves required for all guest facing associates
- Associate common areas (cafeterias, uniform stations, locker rooms, etc.) cleaned per CDC guidelines
- Required associate training. Topics include:
 - Proper personal hygiene
 - Preventative measures and steps to protect yourself and others
 - Cleaning protocols and requirements specific to each hotel property.

Cleanliness

- Omni Hotels & Resorts will follow CDC guidelines and use EPA approved EcoLab disinfectants
- Hotels will increase the following:
 - Staffing to monitor cleanliness and social distancing
 - Frequency of cleaning and disinfecting high-touch areas
 - Sanitation stations in hotel





Arrival Experience

Parking

- Encourage self-parking
- Valet-only hotel attendants wear PPE and disinfect high-touch surfaces inside and outside of vehicles

Lobby

- Lobby furniture repositioned for social distancing
- High-touch areas cleaned and disinfected hourly
- Only four people permitted inside elevator cars at one time
- Minimum two-step distance between attendees on escalators or stairs





Arrival Experience

Guest Services



- Front doors placed open when possible
- Bell staff assist guests with luggage carts, cleaned and disinfected between each use
- Suspended guest laundry and dry-cleaning services
- Suspended in-room guest delivery
- Other guest deliveries follow contactless procedure



Arrival Experience

Front Office/Check In

- Utilizing physical barriers, predetermined queuing, and remote check in
- Agents disinfect guestroom keys and workstation between guest interactions
- Texting features available to minimize guestroom phone use
- Limited or contactless financial transactions
- Use of online check-in, where possible

Select Guest

- Select Guest Online Check In (SG OCI)
- Select Guest amenities and deliveries follow contactless procedure





Traffic Flow

- Use of one-way passages and wider aisles wherever possible
- Physical distancing indicators at key waiting areas (hotel check-in, registration desks, etc.) to encourage and allow for social distancing
- Redefine space capacities to allow for social distancing
- Informational signage throughout each property communicating recommendations, health alerts and guidelines from the CDC

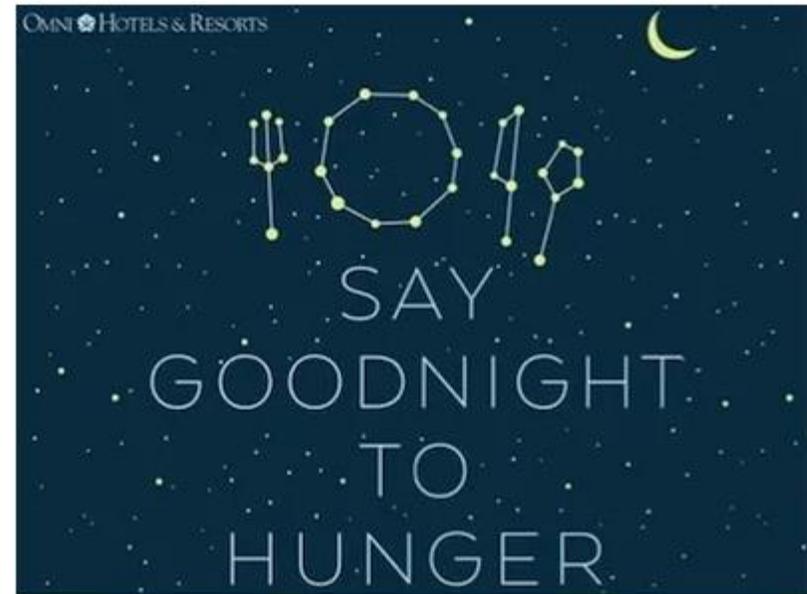




Guest Rooms

Limiting Human to Human Contact

- Say Goodnight to Hunger Opt-Out program
- Suspend turn-down service, except special occasions
- Attendants leave requested item(s) outside guest door, knock, and depart





Stay A Part of the Ocean

Every Guest Room has a Direct Oceanview with a Private Balcony



Guest Rooms

All of our guestrooms at the Resort feature open-air corridors “in harmony with nature” allowing our guests to enjoy fresh air when heading to their guestroom.





Guest Rooms

Guestroom Supplies



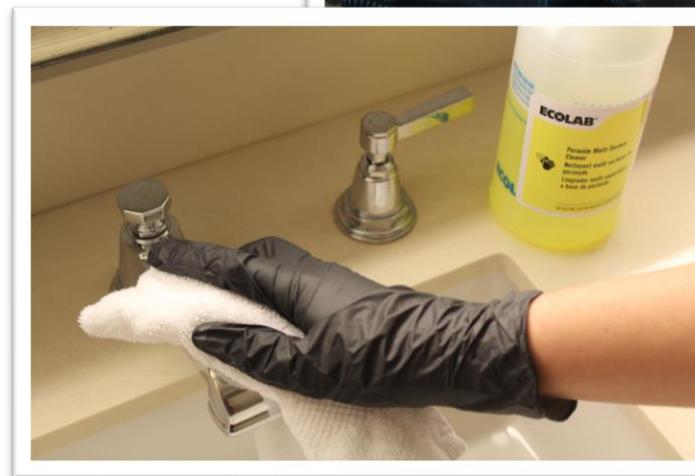
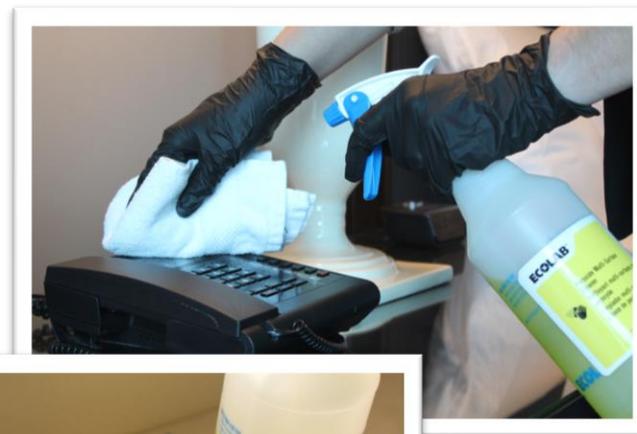
- Attendant disinfect carts, bins and tools before and after shift
- Sanitation amenities adding include sanitation wipes and facemask
- Replace reusable collateral with single-use or electronic
- Prepackaged cups and coffee condiments
- Remove linen in single-use bag before transporting to laundry
- Omni Safe & Clean Sticker placed in sealed bag to indicate high-touch items have been cleaned. Items in the bag include TV remotes, opt-out door hanger, privacy sign, and three Omni disinfectant wipes.



Guest Rooms

Cleanliness

- Elevated disinfecting of the following areas:
 - Door handles, safety latch, peephole
 - Surface tops such as, desks, counter tops, tables, chairs
 - Telephone, TV remote, alarm clock
 - Thermostats and light switches
 - Bathroom fixtures
 - Closet and accessories including safe





Outlets

Cleaning Procedures



- Cleaning procedures modeled after CDC and EPA guidelines with additional protocols from the Ecolab *Lodging Program & Product Guide*
- Cleaning and sanitizing checklists completed each shift
- Service equipment, common and high-touch areas (carts, host stands, serving trays, etc.) cleaned before and after each use
- Kitchens deep cleaned and sanitized at least once per day; food preparation stations sanitize before and after each use
- Dining tables, chairs and other common furniture/areas sanitized and disinfected after each use



Outlets

Physical Distancing Protocols



- Signage and physical distancing indicators used to encourage proper social distancing
- Dining room capacities to follow and adhere to state and local ordinances
- Reduction of furniture in common areas (dining rooms and bars) to encourage and allow for proper social distancing



Outlets

Scan here to view our convenient, contactless menus



To scan, hover your phone's camera over the QR code.
No app required.

Use of either online/QR code menus or single-use, disposable printed menus.



BOB'S STEAK & CHOP HOUSE



FALCON'S NEST



NATURAL SLICE



MARCHÉ BURETTE



OCEANSIDE



SUNRISE CAFÉ



SEAGLASS



Meetings & Events

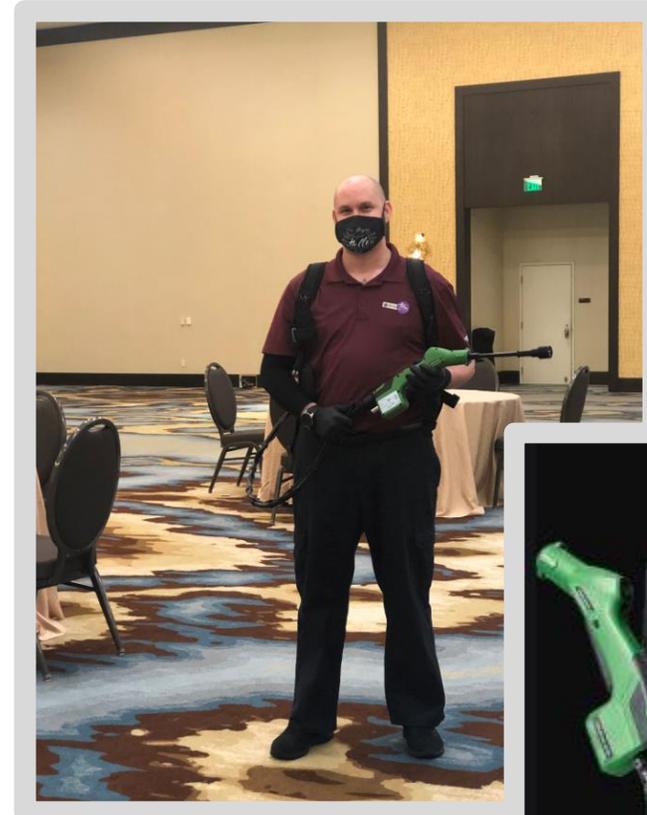
Banquet Food & Beverage

Cleaning Protocols

- Cleaning procedures modeled after CDC and EPA guidelines with additional protocols from the *Ecolab Lodging Program & Product Guide*
- Service equipment/surfaces cleaned before and after each use
- Linens (including underlays) replaced after each use
- Linens (clean and soiled) transported in sealed plastic bags
- Use of electrostatic machine in meeting rooms.

Physical Distancing Protocols

- Revised room sets and capacities to allow for social distancing
- Plexiglass or physical barriers used where appropriate



Banquet Food & Beverage

- Custom banquet menus that focus on simple, quality ingredients that can be sourced locally and that minimize the amount of contact required during kitchen preparation
- Self-serve buffets and preset items to be temporarily suspended
- Removal of all table preset service items (placemats, utensils, drinkware, etc.); all condiments to be single-use and individually wrapped





Meetings & Events

- Custom banquet menus that focus on simple, quality ingredients, sourced locally, that minimize the amount of contact required during preparation
- Self-service items replaced with attendant served buffets, receptions and coffee/break functions
- Individually wrapped, single use items (i.e. water bottles vs. water carafes or stations)
- Flatware provided in rollups; plasticware provided in sealed individual packets
- Promote cashless or contact-light transactions
- Communal fruit garnish stations removed from bars

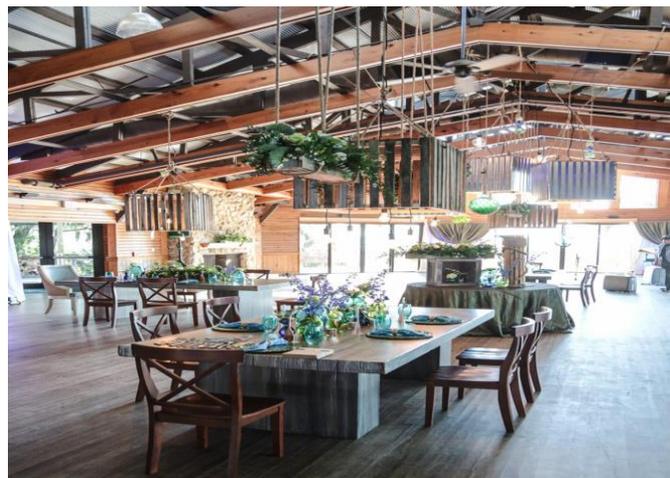




Meetings & Events



Unique onsite OUTDOOR venues for group functions





Meetings & Events



Our Resort features a wide open-air covered walkway to the Conference Center allowing our guests to enjoy fresh air and great nature vistas when heading to/from Conference Center.



Meetings & Events



Cleanliness & Limiting Touch

- Doors placed open when possible
- Linen transported in sealed plastic bags
- Soiled linens and underlays replaced after each use
- Increase frequency of cleaning and disinfecting shared items and high-touch areas



Meetings & Events

Social Distancing

- Physical barriers at event registration desks
- Exhibitor placements permit social distancing between exhibitors
- Encourage exhibitors to use physical barriers
- Hotel staff and event planners organize attendee traffic flow





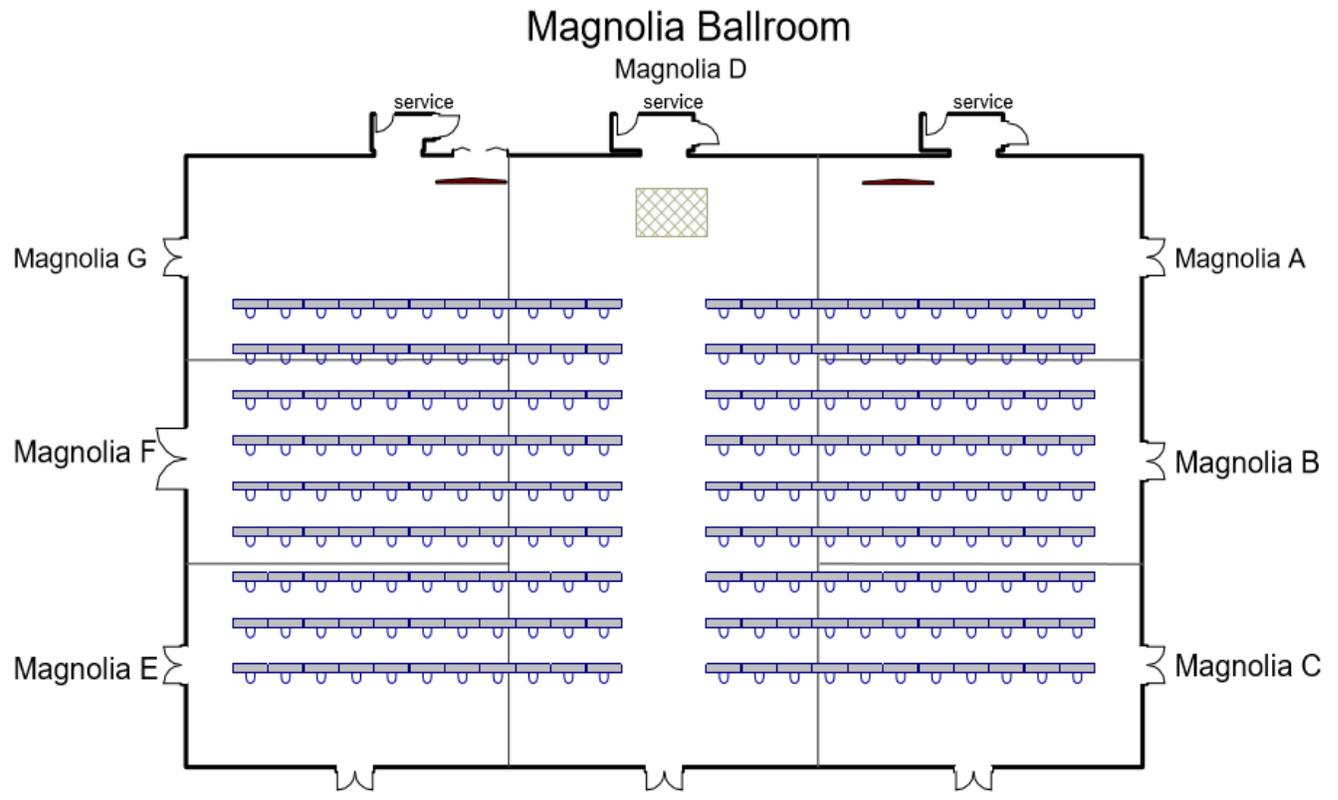
Meetings & Events

Social Distancing

- Updated capacities allowing proper social distancing (not reflecting governmental mandates that must be followed)
 - Standard Sets: Theater no chair spacing, Classroom 3 per 6 ft, Banquet 60" 8-10 seats, Banquet 72" 10-12 seats, Reception 9' -12' sq. ft. per person, Hollow Square 3 per 6 ft.
 - Moderate Sets: Theater 1-2 chair spacing, Classroom 2 per 6 ft, Banquet 60" 5-8 seats, Banquet 72" 6-9 seats, Reception 13' - 16' sq. ft. per person, Hollow Square 2 per 6 ft.
 - Strict Sets: Theater 3 chair spacing, Classroom 1 per 6 ft, Banquet 60" 2-4 seats, Banquet 72" 3-5 seats, Reception 28' - 32' sq. ft. per person, Hollow Square 1 per 6 ft.



Meetings & Events





Meetings & Events

Meeting Services

- Temporarily provide complimentary bottled water in place of water carafes or stations
- Pads and individually wrapped pens provided upon request only
- Associates receiving packages to limit times packages are handled
- Sanitation stations placed in hotel meeting and event spaces in use





Audiovisual

- Encore Event Technologies associates follow the Omni Hotels & Resorts associate guidelines, including the daily health screening
- Disinfect high-touch equipment (e.g., microphones, slide advancers, laptop computers, podiums, etc.) after each session
- Provide options to assist planners with virtual content for offsite attendees



Amenities & Recreation

Retail Spaces



Redefine space capacities to encourage and allow for social distancing

Contact-less payment transactions offered when possible

Amenities & Recreation

Golf

- Follow recommendations from local PGA of America chapter
- Golf carts cleaned after each use; capacity limit 1 per cart
 - All amenities present (tees, pencils, etc.); all multi-use items removed (sand bottles, rakes, etc.)
- Loaner clubs/equipment cleaned after each use
- Driving range bays spaced to allow social distancing
- Tee-times spaced to allow for more spacing between all golfers



Amenities & Recreation

Pool



- Furniture spaced to encourage and allow for social distancing
- Pool furniture and common areas cleaned (per CDC guidelines) after each use
- Water in pools, hot tubs and spas automatically and continuously disinfected through existing equipment and processes
- Linens and service items cleaned after every use

Amenities & Recreation

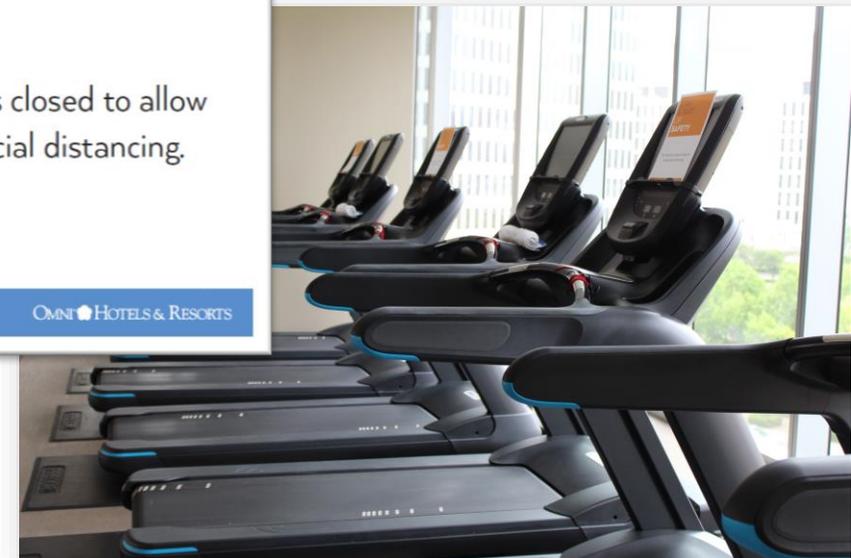
Fitness Center

- Center and class capacities limited to adhere to state and local guidelines and ordinances and to allow for social distancing
- Reconfigured equipment placement and spacing
- All equipment and surfaces sanitized between every use and/or class
- Used towels removed in sealed container hourly
- Removal communal fruit and water stations

STAY
A PART
OF
SAFETY

This machine is closed to allow
for proper social distancing.

OMNI HOTELS & RESORTS





Recreation

Stay A Part of Nature
Endless onsite outdoor activities





Spa

Arrival & Welcome

- New capacity limits and scheduling modifications implemented during arrival and welcome process, including the use of assigned check-in or queuing process to limit number of guests in lobby at one time
- Appointment availability limited to allow for proper social distancing
- Sanitizer dispensers available throughout each facility
- Modified seating and locker arrangements to encourage and allow for social distancing
- Plexiglass and physical barriers used at welcome desk
- Gloves and masks available upon request
- Guests allowed to forgo accessing communal spaces and can instead be met in lobby by service provider and taken directly to treatment room
- Electronic or single-use treatment menus and collateral



Spa

Associates & Cleanliness

- Adherence to all state and local guidelines relating to sanitation and safety guidelines for spa, salon, fitness, retail and hydrothermal therapies
- Pre-shift touchless temperature checks required for all associates and service providers
- Associates and service providers required to wear personal protection equipment (masks, face shields, gloves, protective garments); all PPE changed between each treatment
- Each spa will maintain its existing high standards or disinfection and sanitation of all high-touch areas, workstations, treatment rooms, communal and amenity areas after each use
- Removal of self-serve or communal beverage and snack options in lieu of individually wrapped, single-serve items
- Removal of all communal products and collateral (testers, magazines, newspapers)
- Blankets or throws by request only and cleaned after each use

 Spa

Treatments

- Modified treatment protocol to eliminate use of accessories that cannot be sanitized (e.g., eye pillows or heated neck rolls)
- Guests may be asked to wear a mask during specific parts of a treatment or service

Response & Protocols

If a hotel guest or event attendee is presumed to have, is exhibiting symptoms or is lab-diagnosed with COVID-19, a safety protocol specific to COVID-19 will be enacted. This protocol includes (but not limited to):

- Assessing and accessing medical assistance, if necessary
- Isolating the potentially sick individual
- Initiate internal phone tree, in addition to alerting planners and/or group contacts (if applicable)
- Assist in contact tracing, where possible
- Deep cleaning of all known public points of exposure
- Removal of guest room from inventory until quarantine and deep cleaning protocols executed



OMNI  RESORTS
amelia island | florida