

# MARGARITAVILLE'S COMMITMENT TO HEALTH & SANITATION

## *Introduction*

Margaritaville Lake Resort, Lake Conroe | Houston places a strong emphasis on the health and safety of our guests and team members.

When guests check into our resort, they will experience a heightened standard of hygiene and cleaning regimens. This plan was designed to meet the expectation of an even higher standard of cleanliness for our restaurants, as well as protocols for social distancing.

A great deal of official guidance is being shared at corporate, federal, state, and local levels, including an immediate focus on sanitation and cleanliness. Social distancing and contactless service is our new normal for the foreseeable future.

Sincerely,

The Team at Margaritaville Lake Resort, Lake Conroe



# HAVE PEACE OF MIND, WHILE YOU'RE ENJOYING ISLAND TIME

The arrival experience:



Touchless hand sanitizing stations are available at entries and throughout the resort.



Social distancing marking and directional signage are clearly visible upon arriving at the front driveway and lobby.



Baggage handling and delivery will be provided upon request. Luggage will be delivered to the guestroom but left outside the door for the guest to retrieve, upon notification.



Luggage storage will be handled by bell team members only. Gloves will be worn when storing or retrieving luggage.



All staff members will be required to wear PPE.



All staff members will have their temperature checked daily before their shift begins.

# ARRIVAL & CHECK-IN

## *Valet*

- Gloves will be changed prior to retrieving every vehicle.
- Attendant will sanitize all touch points in vehicle, including the steering wheel, door handles, gear shifts, and keys upon exiting a vehicle.
- Hand sanitization stations are available at entries and throughout the resort.

## *Check-In*

- Protective shields are in place at the front desk, and all team members have PPE.
- A hand sanitizing station is available at the check-in area.
- Every other workstation will be used to distance team members.
- Surfaces touched by arriving guests will be cleaned after each transaction, to include the counter, handheld credit card terminals and pens



## *Guest Requests*

- In-house guest requests where guestroom access is required will be fulfilled while the guest is absent. All surfaces touched within guestrooms and all door handles will be disinfected by the responding associate.
- When delivering items to guestrooms, we will confirm the guest is in the room, then leave items outside the guestroom door.
- Guests who ask for retrieval of items will be encouraged to leave items outside their doors within the provided laundry bags.
- Guests who receive package delivery from UPS, FedEx, or USPS while at the resort will be encouraged to retrieve them from the front desk. All packages will be properly sanitized upon delivery to the hotel.

# HOUSEKEEPING & GUESTROOMS

## *Housekeeping*

We are expanding our already high standards of housekeeping and hygiene to bring our guests a new standard in sanitation and disinfection processes and procedures.

The following guidelines are followed before staff members go to their respective floors or areas:

- All staff members will have their temperature checked daily, before their shift begins.
- All staff members will have the required PPE.
- We have a health and sanitation leader for the resort to provide oversight, training, and property inspection to ensure all protocols are followed.
- We conduct pre-shift meetings with social distancing measures in place and reiterate wellness training.
- We establish reporting escalation protocols as needed for any health and safety concerns.
- We ensure all staff are trained on proper use of the new chemicals and cleaning protocols before they are allowed on the floor.

## *Guestrooms*

- Housekeeping service will be provided on departure only.
- We have removed collateral from the guestroom. All other pertinent information can be referenced in the "Our Commitment to Wellness" letter provided to all guests at check-in.
- Housekeeping team members are equipped with PPE at all times. Gloves are changed between individual room cleans.
- All shared equipment used in the cleaning process is thoroughly cleaned and disinfected at the beginning and end of each shift.
- We clean and disinfect all guest rooms in accordance with CDC guidelines. Industry-leading disinfectant solutions and recommended equipment is used, with emphasis on high-touch areas.
- We will provide extra towels, linen, and pillows in clear plastic bags to ensure cleanliness, and will be left outside your room when occupied.
- Extra laundry bags will be left in the closet for guest use.
- We are using disposable ice buckets.
- Ice machines are sanitized frequently.





# PUBLIC SPACES

## Public Areas

- The lobby leader will monitor all activity in the public areas consistently throughout the shift. Increasing frequency of cleaning protocols in public areas with high-touch areas is essential
- Checklists by shift of all cleaning protocols in public areas is completed and provided to management upon completion of each shift
- Social distancing and directional signage are provided in all areas- front door, front desk, concierge, business center, public restrooms, fitness center, retail, grab-and-go areas, elevator banks and stairwells
- All areas are cleaned utilizing a combination of Ecolab multi-surface peroxide solution and EPA- registered disinfecting wipes

## Elevators & Stairs

- We have placed social distancing markings and directional signage as appropriate within all elevators
- We will monitor the flow of traffic in the elevators and stairwells throughout each shift
- Elevator cab usage is limited to four persons, or families traveling together
- Hand sanitizing stations are made available at elevator entry points
- Signage is provided by each elevator lobby landing and stairwell
- Guest and employee elevator call buttons and interior handles and floor buttons, as well as all stairwell door handles and banisters, are cleaned and disinfected every hour

## Pools

- All pool attendants will wear gloves.
- We have rearranged the pool deck to implement social distancing.
- Hot tubs are opened based on local and social distancing guidelines, which is currently 4 persons, or families traveling together, per hot tub.
- We disinfect chaise lounges and cabanas between guest usage.
- We have signs posted highlighting 6-foot social distancing.

## Recreation Activities

- We provide outdoor activities that allow for adequate 6-foot spacing, such as crafts and family trivia.
- We have suspended basketball, volleyball, and any other team activities until further notice.
- We have hand sanitizer available for guests in all areas.
- We disinfect tables and chairs frequently.
- We have signs posted highlighting 6-foot social distancing.



# RESTAURANTS & BARS

## *General Guidelines*

- We have developed training programs that include new social distancing and sanitary procedures, as well as everyday service standards.
- We have posted signs that indicate proper 6-foot social distancing for guests waiting in line, using floor decals.
- We ensure team members wear personal protective equipment and follow CDC sanitation guidelines. Provide personal protective equipment as necessary and create a policy for mandatory usage.
- All tables, chairs, and counters are sanitized after each guest use.
- We have increased the barrier between servers and guests. Ensure team members and guests maintain proper social distancing. We have created lines with tape to indicate 6-foot distancing.
- We have installed sneeze-guard shields at the Host stand.
- Menus are single-use and disposable.
- Rollups for place settings are rolled in a disposable napkin.
- All straws are wrapped.
- Condiments will be served in single-use, disposable containers.
- Check presenters, votives, pens and all other reusable guest contact items are sanitized after each use.



# RESTAURANTS & BARS, CONTINUED

## *Food Safety & Sanitation*

- All team members will be trained annually in food safety practices. [ServSafe certificates](#) are required for all food and beverage leaders.
- A Food Handlers License is required of all employees in food & beverage.
- Handwashing is required before, during and after the preparation of food, along with additional cleaning between each meal period.
- Documented cleaning checklists are in place for all kitchens and restaurants, along with weekly documented walk-throughs for each kitchen, and submitted by culinary leaders.
- All cooks preparing food will be wearing gloves, masks, a chef's hat, and a clean uniform.
- We have a [Hazard Analysis Critical Control Point \(HACCP\)](#) plan on standard sanitation procedures.
- Time and temperature logs must be used, and the processes outlined in the HACCP plans.
- Daily pre-shifts with restaurant staff regarding food safety and sanitation are consistent, along with quizzing staff members on protocol.
- Storage containers are sanitized before and after each use. Food preparation stations are sanitized frequently. Kitchens will be cleaned and sanitized at least once per day, and dish machine temperatures verified each shift.

## *Joe Merchant's Coffee & Provisions*

- We will manage the line flow to ensure coffee and food pickup areas remain appropriately distanced.
- We have removed all self-serve condiments and made them available from attendants only.
- We use only individually wrapped utensils in sealed to-go format.
- We have added a sneeze-guard shield between cashier attendant and guest.
- We have used social distancing markers on the floor.



# THE GOLF CLUB

The Golf Club at Margaritaville Lake Resort would like to assure you we are following all recommendations provided by the government and global health organizations. Exercise along with good old-fashioned fresh air and sunshine are a great way to relieve stress, so if you're up for a round, our golf course is up and running.

With that said, you can rest assured we are taking precautions for your protection.

**CONTACT THE GOLF CLUB AT 936.448.3022**

## *Policies in Place*

- All golf carts are sterilized with EPA approved disinfectant before and after use, including steering wheels, keys, handrails, roof handles, cup holder areas, seats, and bottles.
- We are accommodating "one person per cart" to help practice social distancing.
- To reduce multi-person touch points on the course, we have removed ball washers and trash cans from the golf course as well as bunker rakes. All bunkers will be played as ground under repair for the time being. Our team will rake bunkers every other day as needed.
- We have suspended the use of rental clubs.
- We have suspended the use of the clubhouse and clubhouse restroom; all access is through the "Concession" Window.





# ST. SOMEWHERE SPA

## *Cleaning & Sanitizing*

- We use EPA- approved hospital-grade disinfectant that is safe, eco-friendly, and effective against COVID-19.
- We sanitize all surfaces after each use.
- We have sanitizer stations available for guests and team members in all areas.

## *Physical Distancing Protocol*

- We follow a no-touch arrival and greet policy.
- Steam room occupancy will be limited to 2 persons.

## *Guest Considerations*

- We will email pre-arrival expectations to all guests prior to the spa visit, addressing COVID-19 measures to ensure guests and team members feel safe and protected during this period.
- Guests are required to have a temperature check prior to receiving service.
- We have eliminated reusable spa menus and transition to single-use disposable copies.
- All providers will wear disposable one-use masks.
- Nail technicians and estheticians will wear masks when performing services.
- We have disposable masks available for guests to use at their discretion.
- Front desk staff will wear masks and gloves.
- We have installed plexiglass shields at the front desk and manicure stations to minimize contact between guests and staff.
- We have removed water dispensers and have bottled water available upon request.
- We removed magazines from locker rooms and the tranquility lounge.
- Lockers will be available 6 feet apart. All lockers should be pre-locked to prevent guests from changing assigned lockers or from touching contents inside lockers.
- We have stating posted with updated standards of wellness.

# FINS UP FITNESS CENTER

## *Cleaning & Sanitizing*

- We use EPA-approved hospital-grade disinfectant that is safe, eco-friendly and effective against COVID-19.
- Guests will be instructed to sanitize all equipment and surfaces after each use.
- Hand sanitizer is available for guests and team members in all areas.
- The fitness center will require guest key cards to monitor access.

## *Physical Distancing Protocol*

- We will restrict usage of cardio and strength stations to meet social distancing guidelines.

## *Guest Considerations*

- We will have disposable masks available upon request, please see the spa attendant.
- We have removed water dispensers and will provide bottled water upon request, please see the spa attendant for this.



# EINSTEIN'S SURF & BOAT SHOP

## *Policies in Place*

- Before boat use, all surfaces are cleaned with hospital grade, EPA approved disinfectant, followed by a thorough disinfecting of all boat surfaces with Industrial Grade Sanitizer.
- After boat rental is complete, guest adventure has commenced and the Boat has returned to its proper dock location, Einstein's Staff will remove and sanitize any equipment (life jackets, tube, etc.) Every surface on the boat will then be sanitized.
- If any Einstein staff member or person comes into contact with a boat after it has been thoroughly cleaned, it will be sanitized again.
- Only one boat renter will need to be present to complete Rental Agreement and payment
- Captains (drivers) will be instructed to view and retain our Boat Safety video well beyond 6 feet from video player.
- All boat attendees will be asked to practice safe social distancing measures aboard craft and remain 6 feet from captain.
- Einstein's Staff will have sanitizer available for guest use at boat rental desks



# LIVE LIFE LIKE A SONG

## MARGARITAVILLE RETAIL STORE

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### *Cleaning & Sanitizing*

- We use EPA-approved hospital-grade disinfectant that is safe, eco-friendly, and effective against COVID-19.
- We have hand sanitizer available for guests and team members in all areas.
- No returns on retail purchases at this time.
- No sample products or testers will be available.

### *Physical Distancing Protocol*

- Plexiglass shields are installed at retail counters to minimize contact between guests and staff.

### *Guest Considerations*

- Trying on clothing and accessories will not be permitted at this time.

# MEETINGS & EVENTS

While these unprecedented times have forced us apart, we remain engaged and united in a common goal: to bring people together for the purpose of collaboration, ideation, and celebration. It is you, our valued planners, clients, and partners who have supported our opening and we take great pride in these relationships. While there remain many unknowns, we are all aligned in the belief that we are stronger together, and that together we will overcome.

After speaking with our teams, partners, past clients and industry leaders, we have developed new and relevant best practices that are mindful of your concerns surrounding health and safety at future meetings and events. These best practices address a broad range of touch points to include the meeting environment, food and beverage presentation and preparation, team building, audio visual and event management.

**CONTACT THE GROUP SALES & EVENT PLANNING OFFICE AT 936.448.3103**

## *Operating Standards*

- We sanitize shared equipment and meeting amenities before and after each use, or we ensure single use if they are not able to be sanitized.
- We replace all linens, including underlays, after each use. We transport clean and soiled linens into and out of the meeting rooms in sealed single-use plastic bags.
- We place hand sanitizer stations in multiple locations to encourage CDC-recommended hand hygiene.
- We have increased the frequency of cleaning often- touched surfaces in the common areas, such as workstations, countertops, and doorknobs.
- We thoroughly clean all hard surfaces in meeting spaces and disinfect arms of chairs and other detailed surfaces nightly.
- We clean all meeting spaces during lunch and refreshment breaks by wiping all tables and hard surfaces with sanitizer solutions.
- We have removed pads and pens and will only be offered at planner discretion.
- We have installed "step and pull" foot-operated bathroom door openers.





# MEETINGS & EVENTS, CONT.

## *Meeting Room Set Configurations*

- Theater set/ceremonies: we will add enhanced spacing between chairs to 3 feet or more.
- Team Spaces: Reduced available seats in public areas and office team rooms by chair per 40 square feet.
- Receptions: evaluated larger spaces for 50% room occupancy. We will promote outdoor use and offer passed items rather than self-serve display buffets.
- Hospitality suites and staff office spaces: we will limit capacity to 50% occupancy or less than 20 people.
- Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing that follows state/county/city guidelines.
- We created social distancing layouts for function spaces and add this as a category to capacity charts. We recommend event attendees spread out and control mingling during mealtimes by ensuring the appropriate size venue. We adopted measures such as reducing operating capacity to allow for more spacing, placing markers on the floor where people line up, and incorporated alternating seating.

> **[CLICK HERE TO VIEW OUR SOCIALLY DISTANCED MEETING ROOM SETS, WHICH HAVE ALSO BEEN POSTED ON CVENT AND OUR WEBSITE](#)**



## *Food Service & Buffets*

- Package (BCP) groups will receive bottled water continuously throughout their meeting.
- Non-Package groups will have a water station setup in the back of room and/or a bubbler/water cooler along with one-time use paper cups. Hand sanitizer and signage directing people to use hand sanitizer before serving themselves will also be included.
- All food and beverage items will be in individual Personal Containers. Coffee and other break items will be attended and served.
- Elevated and fully curated boxed meals are recommended, followed by plated.
- All self-serve style events have been suspended indefinitely.

# MEETINGS & EVENTS, CONT.

## *A/V Services provided by AVmedia*

AVmedia is a strategic partner of the Margaritaville Lake Resort, Lake Conroe-Houston. This is their Safety and Sanitation protocol; together we will provide a safe environment for client meetings and events.

- We will place hand sanitizer on all crew tech tables.
- AVmedia will wear facial masks & gloves when required and per guidelines set forth by Margaritaville Resort & Montgomery County.
- Social distancing guidelines will be the forefront of building crew work areas, setting up events, and interacting with clients.
- We will avoid contact with people who are displaying symptoms of COVID-19, or illness.
- Crew members that are sick will be required to stay home and notify their supervisor and healthcare provider immediately and follow CDC guidelines.
- Crew members who are well but have a sick family member at home with COVID-19 will notify their supervisor and follow CDC recommendations for precaution.
- We will be mindful of personal risk factors in others, such as adults of a certain age, those with underlying medical conditions, and others that are at a higher risk for developing more serious complications due to COVID-19.
- Independent Contractor Service Agreements are updated to include "New General Sanitation and Safety Requirements."
- We have added "General Sanitation & Safety Guidelines" as a necessary topic in pre-shift meetings with our staff members.
- Client safety and social distancing procedures:
  - ◊ "Clean Zones" will be created for presenters backstage that are isolated from AV crew.
  - ◊ We will suggest that clients not share Lecterns or use larger ones. We will wipe down each lectern before and after client use.
- We have a "No touch Mic-up" experience:
  - ◊ Microphones delivered by A2 (Audio Assistant) to a neutral zone between the client "clean zone" and crew backstage areas in a sanitation bag. If this is not readily available, it will be delivered freshly sanitized and with clean gloves.
  - ◊ Presenters will mic themselves up with the Audio Assistant's instructions. The assistant will demonstrate the mic process, so the client can mirror their actions from a safe social distance. We will strive for touchless service.
  - ◊ We will suggest an alternative to using mics, such as the app "Slido." The app can be used for Q&A via typing the questions on cell phone, as well as work as a mic.
  - ◊ We will provide disinfectant wipes on charging stations, for wiping personal electronics.
  - ◊ As an additional precaution, our staff will practice methods of greeting clients that do not require physical touch.