



Frequently Asked Questions for Covid-19

This Frequently Asked Questions (FAQ) document provides information about our hotel and restaurant services, and enhanced measures in response to Covid-19. This information is subject to change based on the latest guidance from the Center for Disease Control and Prevention (CDC), our national brand partners (Marriott, Hilton and Hyatt) and local government declarations. The guidelines we are following are being re-evaluated every thirty (30) days, and will likely evolve as the Covid-19 situation changes. Exact enhanced measures may vary at each location as a result of brand standards and physical layout. For additional information, or for special service requests please do not hesitate to ask!

1. Are you open and accepting reservations?

- Yes, our hotel and restaurant locations are open and accepting reservations. The Stay at Home Order for North Carolina has been lifted. The health and safety of our guests and associates is our top priority. We have monitored the situation closely from our national, state, local and industry partners. Based on that guidance, we have enhanced our hygiene, cleaning, sanitizing/disinfecting and prevention protocols to make them even more rigorous. We look forward to the opportunity to serve you and your guests soon.

2. Are you taking extra precautions due to Covid-19? If so, what protocols are in place?

- Yes, enhanced measures are in place. We will continue to evaluate and make future updates based on the latest guidance and brand standards. While our standards have always been high, we are enhancing our protocols to make them even more rigorous. Examples of our enhanced measures include (but are not limited to): daily employee health screenings, physical distancing, frequent hand washing, increased frequency of cleaning/sanitizing/disinfecting of high touch surfaces, strategic availability of self-clean stations with hand sanitizer, additional training/certification and wearing of masks and gloves (PPE) by our associates as recommended. We are well prepared to navigate through this situation with your health and safety at the forefront of everything we do.

3. Are your employees wearing masks?

- Having our employees wear masks is part of our enhanced measures. Our protocols are based on guidelines from the Center for Disease Control and Prevention (CDC), our national brand partners (Marriott, Hilton and Hyatt) and local government declarations. Exact recommendations and requirements are based on each employee's specific role and responsibilities. All employee masks are being provided to ensure they meet certain health and uniform standards.

4. Are guests required to wear masks in your business locations? If so, are they provided?

- We encourage all guests to follow CDC guidelines. At this time, we are not requiring that our guests wear masks (unless required by law), and are not distributing them. If you choose to wear a mask please plan ahead and bring your own.

5. Are you providing extra training to your employees to educate them on best practices and protocols to prevent the spread of Covid-19?

- Yes, our enhanced measures include additional training, education and certification. This includes internal training, educational tools from our brand partners (Marriott, Hilton and Hyatt), and third party certifications. Specifically, our employees participate in the Count on Me NC certificate program based on their role and responsibilities. This program was developed by the NC Department of Health and Human Services, the NC Restaurant and Lodging Association, NC State University and Visit NC as a mutual commitment to help keep everyone healthy and safe. We will continue to provide additional training and educational resources to ensure our associates are knowledgeable on the latest guidance and protocols.

6. Are your hotels still serving breakfast? If so, what changes have been made?

- Yes, our hotels are still serving breakfast. Exact offerings and modifications will vary based on each location and brand requirements. For our hotels that normally offer a buffet breakfast, we are generally serving in a “to go” style format. All serving utensils are being cleaned and changed out frequently, hotel associates are assisting in serving the food, and all food stations are being monitored closely to ensure protocols are being followed. For our hotels that normally offer a made to order breakfast, we are still serving in a plated format. Our breakfast seating areas have been modified to limit capacity and support physical/social distancing. At all our locations, please expect more distance between chairs/tables, frequent disinfecting of shared items, smaller table sizes and use of more disposable items as available.

7. Are your restaurant, bar, fitness and pool facilities open?

- Yes, these facilities are open as government mandates allow, but with some restrictions to help enforce physical distancing and more frequent cleaning. We are doing everything we can do still provide all services and access to our amenities, but also keeping your health and safety in mind. Some of our locations have spread out our fitness center equipment into the meeting space to further ensure safe social distancing. Many of our locations have outdoor pool facilities. Opening these facilities are still contingent on seasonal temperatures and annual inspection by local authorities.

8. Are your meeting rooms and event spaces open? If so, how are they being impacted?

- Yes, all meeting and event spaces are open and available for rental. Capacities are being limited based on guidelines, and to help ensure social/physical distancing. In general, our capacities are currently limited to a maximum of ten (10) people per room for indoor facilities and twenty-five (25) people for outdoor events, but with some exceptions. Exceptions include gatherings for health and safety, to look for and obtain goods/services, for work or for receiving governmental services. We will continue to monitor the latest guidance and adjust accordingly. As with all guests, we encourage all attendees to follow CDC guidelines. Catered food and beverage service is also available, and will operate based on our enhanced measures as well. Please reference our response to question #10 about more specifics on measures for our food and beverage service.

9. How are your meeting rooms going to be set up considering social distancing? What are the new capacities?

- Most of our private meeting and event spaces have flexible and customizable setup options. Exact options will vary and be specific to the location. Please ask your representative or any of our associates for more detailed information by location. Capacities are being limited based on CDC and NC DHHS guidelines, and to help ensure social/physical distancing. As examples, please expect more distance between chairs/tables, frequent disinfecting of shared items, smaller table sizes and use of more disposable items as available. In general, our capacities are currently limited to a maximum of ten (10) people per room for indoor facilities and twenty-five (25) people for outdoor events, but with some exceptions. Exceptions include gatherings for health and safety, to look for and obtain goods/services, for work or for receiving governmental services. Additionally, the mass gathering limits in North Carolina do not apply to funeral ceremonies, religious/spiritual gatherings, wedding ceremonies and other events protected by First Amendment rights.

10. What will catered food and beverage service look like for meetings and events?

- Catered food and beverage service is available, and will operate based on our enhanced measures as well. The exact options will be specific to the location. Please ask your representative for more detailed information by location. In commercial food preparation, there are many best practices that are routinely followed as per federal, state, and local regulations. These are all designed to prevent foods from becoming contaminated with microbes from the environment, including viruses. We highly encourage all guests to also help practice good food safety by washing their hands with soap and warm water for twenty (20) seconds before eating food, after using the restroom, and after blowing your nose, coughing or sneezing. Examples of our enhanced measures include strategic placement of self-clean stations with hand sanitizer, use of gloves by employees when handling food, frequent disinfecting of shared items, use of more disposable items as available, and all food stations will be staffed to monitor that all measures are followed.

Additional information can be found through these links:

- Wear, Wait, Wash: <https://covid19.ncdhhs.gov/materials-resources/know-your-ws-wear-wait-wash>
- Count on Me NC Certification Program: <https://countonmenc.org/>
- North Carolina Department of Health and Human Services (NCDHHS) Guidance: <https://covid19.ncdhhs.gov/guidance>
- Center for Disease Control and Protection (CDC) Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>