

The Admiral on Baltimore COVID-19 Procedures
As of May 28th, 2020

Our guests' health and safety has always been one of our top priorities. In an effort to provide comfort to our guests while keeping their health and safety in mind, we have taken precautions in line with the World Health Organization (WHO), the Centers for Disease Control (CDC), the American Hotel & Lodging Association's (AHLA) "Safe Stay" initiatives, and State, Federal, and local guidelines. It is important to highlight that this document is an overview of our policies and by no means an exact account of the procedures that have or will take place. As we always have, we will do our best to ensure the health and safety of our guests while providing a top-notch, beach vacation. Please note that this situation is fluid and our policies are subject to change. If you have any questions or concerns about our policies, please give us a call at (302)-227-1300. We look forward to hosting you.

During your stay: In an effort to expedite the check-in process and minimize contact with staff members, we will do our best to verify all necessary information such as all guest names occupying the room, mobile phone number, and email address. If you do not hear from us or any of the necessary information changes, please contact the hotel prior to your arrival.

- All guests will be asked to wear a mask when they are outside of their room, practice social distancing, and limit contact with employees as much as possible. We will provide complimentary and pre-sanitized masks in all guest rooms.
- Doors leading to the lobby and common areas will be propped open or manually operated, with the exception of the pool door, by an employee to limit multiple people touching door handles.
- For now, our complimentary lobby coffee will not be available and we will be removing coffee makers from the rooms, per recommendations from the CDC, WHO, and AHLA.
- Per industry standards we will be only providing new sheets and towels upon request. If a guest needs extra linen/towels, they are to contact the front desk, and they will be placed in a plastic bag outside of the guest room door.

Hygiene: - Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents.

- Per Delaware state law, all employees and guests will be required to wear face masks in all public areas of the hotel. This includes the lobby, hallways, and any area that is outside the guest room.
- Our employees in all departments have undergone specific Coronavirus training to ensure the highest levels of health and safety, and hygiene procedures.

- Employees have been trained to wash their hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer every 60 minutes immediately after any of the following activities: using the restroom, touching the face, cleaning, sweeping, mopping, smoking, eating, drinking, after removing any personal protective equipment, going on break and before or after starting a shift.
- Employees must have their temperature checked before entering the workplace. If an employee is showing symptoms such as a fever, cough or shortness of breath, they have been required to NOT come to work.
- We have asked our team members to use non contact methods of greeting.
- Additional hand sanitizing stations have been placed in common areas throughout the property as well as in employee areas such as time clocks, breakrooms, and restrooms.
- Every employee is required to wear a mask while on property and use gloves if their responsibilities require them such as housekeeping, public area attendants, engineers and anyone that may come in direct contact with guests. All employees have been provided training on proper usage and disposal of such items.
- Employees have also been asked to practice physical distancing whenever possible.

Physical Distancing: At The Admiral on Baltimore, we have always done our best to bring people together, but, until it is safe for all to do so, we ask that all guests stay six feet away from others not traveling with you.

- In areas where there is high traffic, we have added floor markings and signage, so you know where to stand to comply with physical distancing.
- We encourage you to utilize express checkout via your personal cell phone. Our front desk can be reached at (302)-227-1300. Please make sure we have your current email address on file to ensure delivery of your final folio.
- We ask you to utilize the phone to call us while on property in order to reduce face-to-face contact with our staff as much as possible.
- We recognize party sizes differ, so our pool seating has signage advising guests to keep at least 2 chaise lounges open in between parties to keep the appropriate physical distance.

Elevators: At The Admiral on Baltimore, we have one elevator for five floors of guests. As a result, our elevators can be a tough place to practice social distancing. We encourage you to follow the posted signage, maintain social distancing measures, and use the stairs if you are able.

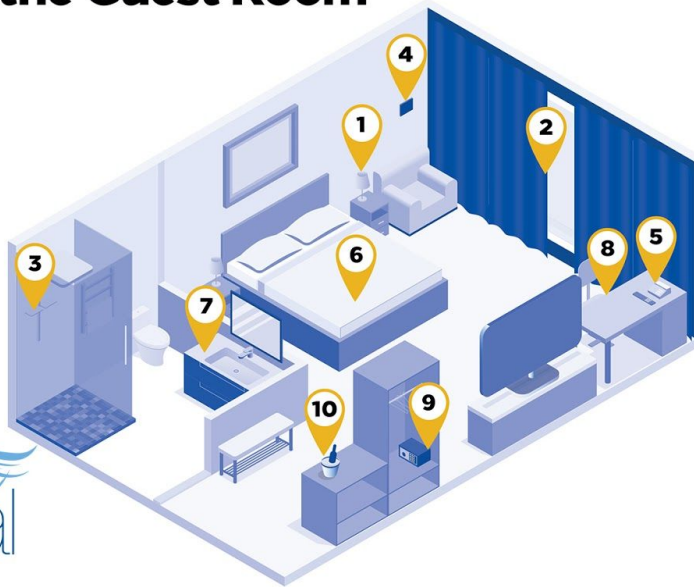
- Signage is posted to inform guests to wait for the next empty elevator if an elevator is occupied.
- Guests are encouraged to use gloves when pressing elevator buttons.
- Elevator button panels are disinfected by an employee at least every hour.

- We ask all guests to utilize stairs if they are able.

Room Cleaning: The cleanliness of The Admiral has always been our top priority. During this time, that priority remains. We have doubled down on effective cleaning measures in an effort to maintain

- We are spending extra time using sanitizing methods in advance of your arrival and our staff will avoid entering a room that has been cleaned.
- We are modeling our inroom cleaning service after an industry-defining standard of cleanliness. Please see the graphic below for an indepth look at this deep cleaning process.
- We have added additional cleaning staff to increase the frequency of deep cleaning and disinfecting surfaces of public touch points throughout the day including but not limited to elevator buttons, door knobs, handles, faucets, handrails, pool chairs, trash-receptacle touch points, key pads, luggage carts, stairwells, counters, and seating areas.
- After checkout, rooms are sanitized following strict industry cleaning procedures with particular attention paid to disinfecting door handles, hard surface furniture, tables, nightstands, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles. ***If you require your room to be serviced during your stay, please let us know at least 24 hours in advance and we will do our best to service it for you.***
- If you need extra linen/towels, please contact the front desk, and they will be placed in a plastic bag outside of your guest room door. Additionally, all magazines, notepads, and high-touch amenities have been removed from your room. These items will be available upon request for the duration of your stay.
- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC.
- Employees have been trained to sanitize their workstation and any shared tools/equipment before, during and after each shift or anytime the equipment is transferred to another employee. These items include but are not limited to keys, phones, computers, keyboard, mouse, payment terminals, engineering tools, cleaning equipment, time clocks, carts and other items employees directly touch throughout the property.

10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.

- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.

- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.

- 4 CLIMATE CONTROL PANELS**

- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.

- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.

- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

- 8 HARD SURFACES**
Tables, desks and nightstands.

- 9 CLOSET GOODS**
Iron, safe handle and keypad.

- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.