



COLORADO
Department of Public
Health & Environment

Application for Variance

Name of County: Adams County

Name of Submitter: Raymond H. Gonzales

Phone Number of Submitter: 720-523-6829

Email of Submitter: RGonzales@adcogov.org

Adams County requests a variance from the following restrictions in Executive Order D 2020 044 and/or Public Health Order 20-28.

List the sections of Executive Order D 2020 044 and/or Public Health Order 20-28 that a variance is being sought for:

1. Section I.J.1, Indoor Gatherings, to allow for meetings of more than 10 people at the Gaylord Rockies Convention Center.
2. Section II.C.1, Restaurants, to allow Gaylord Rockies Resort restaurants to open to more than 50 people.
3. Section I.H.2.b, Outdoor Swimming Pools; and,
4. Section I.H.2.d, Indoor Pools, to allow for Gaylord Rockies Resort to open pool areas to more than 50 people.

Summarize alternate restrictions being proposed to replace the above-referenced restrictions and indicate where in the Plan these alternate restrictions are addressed:

Please refer to Attachments F, G, and H, for setting type-specific alternate restrictions and Item #5, Gaylord Rockies Resort & Convention Center Colorado Variance Application (uploaded), of the attached Adams County COVID-19 Suppression Plan ("Suppression Plan").

Upload your county COVID-19 Suppression Plan and documentation demonstrating approval by the county commissioners, and confirmation from all impacted local hospitals that they can serve all individuals needing their care. Provide a brief summary of each of the following elements contained in the county COVID-19 Suppression Plan and indicate where in the Plan more information can be found for each element.

1. Prevalence of COVID -19 within the county

The number of confirmed cases within Adams County has been in a steady decline since a peak in early May 2020. Daily COVID-19 related hospitalizations also continue to decline. See page 2 of the attached Suppression Plan for more detailed information.

2. Hospital Capacity

There are five hospitals located within Adams County with existing capacity to serve individuals seeking care for COVID-19 related illness. See Item #1 of the attached Suppression Plan for hospitals within Adams County and Attachment C, hospital letters of support attesting to existing capacity.





3. Local containment measures

There are four main containment measures that will enable the county to rapidly detect and contain any suspected outbreak that may occur under the variance. Item #3 of the attached Suppression Plan provides detailed information on each of these measures.

4. Conditions to determine the variance is not providing adequate COVID-19 protection and the triggers for tightening restrictions.

Please see item #4 of the attached Suppression Plan for detailed information.

 Confirm that the variance requested does not lessen or eliminate the protections for Vulnerable Individuals in the Safer at Home Order and PHO 20-28.

 Confirm that the county will collect and monitor data to evaluate the impacts of the variance. and make such data available upon request by CDPHE.

Additional information relevant to the requested variance

By signing below, I attest that I am authorized pursuant to the adoption of the COVID-19 Suppression Plan by the Board of County Commissioners to submit this variance request to CDPHE for consideration.

DocuSigned by:



1079C6526EEE460

2020-06-17

Signature

Date



Attachment A – Adams County Suppression Plan

The June 2020 Adams County Suppression Plan is designed to be a dynamic document that can be modified as time progresses, additional data becomes available, and the impacts of decisions to change and reopen economic avenues are measurable. This suppression plan is comprised of the following components:

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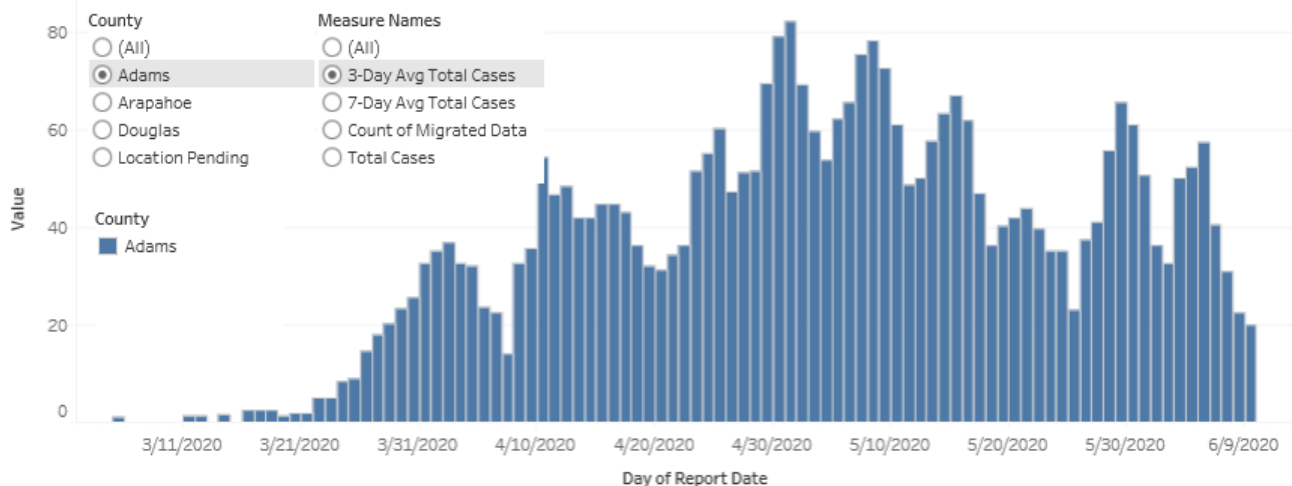
#1 Prevalence of COVID-19 within Adams County

Adams County is the fifth-most populous county in the State of Colorado, with a total population of 503,375 (2019). Adams County contains eight (8) municipalities and two (2) towns and has a population of 98,281 (2019) living within unincorporated areas of the county. The county borders extend 17 miles from north to south at its widest point and 72 miles from east to west for a total of 1,184 square miles. The majority of the land in the county is rural unincorporated. The western-most portion of the county is heavily urbanized and is part of the larger Denver Metro Area.

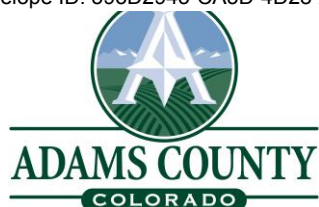
As of June 12, 2020, per Tri-County Health Department (TCHD) case data, there have been 3,698 confirmed COVID-19 cases in Adams County. These cases are distributed relatively proportionally to population in the municipalities and unincorporated areas across the county. At 770 confirmed cases, the portion of the City of Aurora located within Adams County has the highest number of cases within the county. Unincorporated areas of Adams County account for 567 confirmed cases while the remaining municipalities within Adams County have a combined total of 2,145 confirmed cases. According to CDPHE Outbreak data, as of June 3, 2020, nearly 25% of confirmed cases are associated with outbreaks in Skilled Nursing and Assisted Living Facilities (15%) and Food Manufacturing Facilities (10%) located within Adams County. Although Adams County contains the third highest number of cases in the State, there has been a decreasing trend in daily case numbers since cases peaked at the end of April and early May, as indicated in the graph below from TCHD. Since the lifting of the Stay-at-Home Order on May 8, 2020, the rolling 3-day average of confirmed cases in Adams County has continued to steadily decline.

Moving 3-Day Average Confirmed Cases

Daily COVID-19 Cases by County

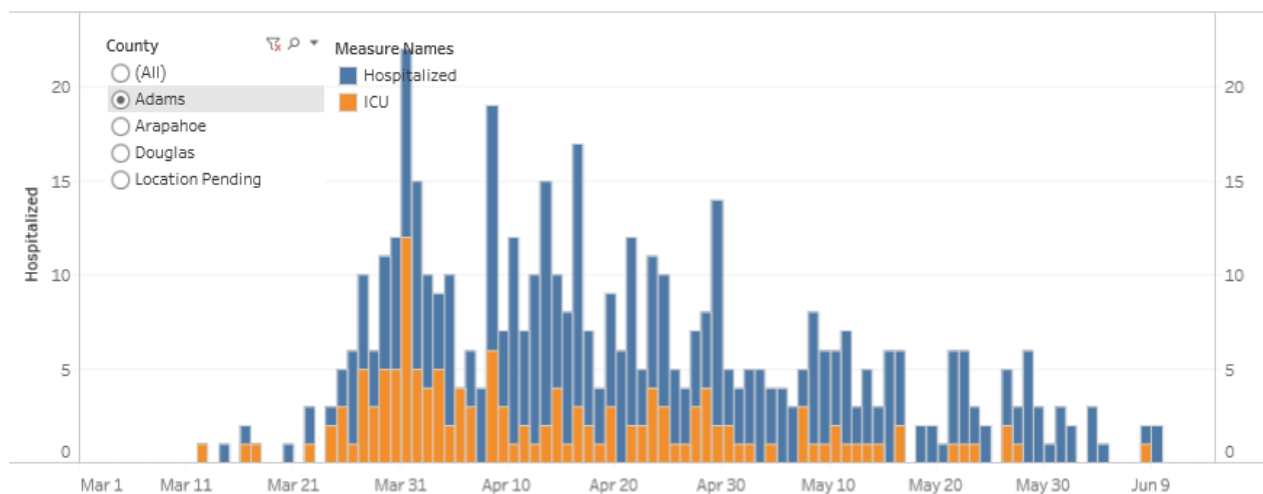


Roughly 20,899 COVID-19 tests have been administered within Adams County communities revealing a 15% positive test rate. As of June 10, 2020, 0.62% of the total population of Adams County of 503,375 have tested positive for COVID-19. There has been no sustained surge in the number of cases requiring hospitalization as a result of COVID-19 and Adams County citizens performed well in compliance with the Stay-At- Home order. The following graphs illustrates

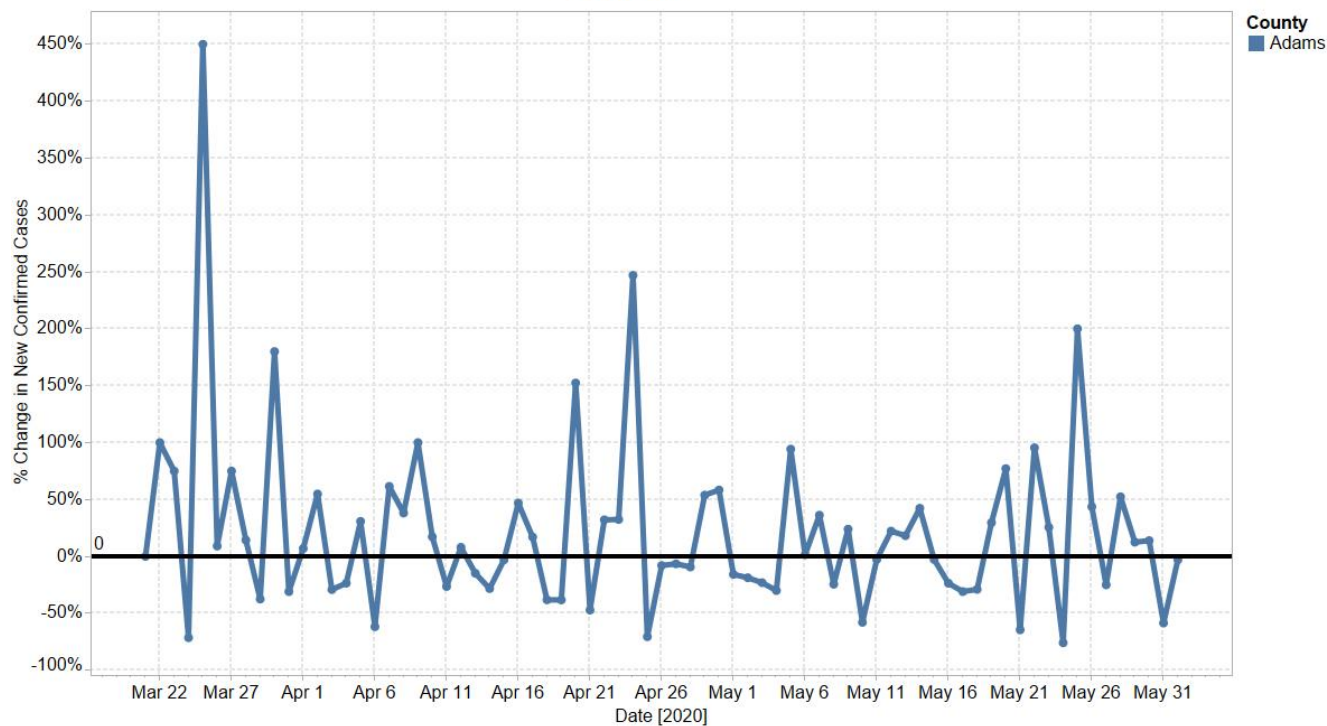


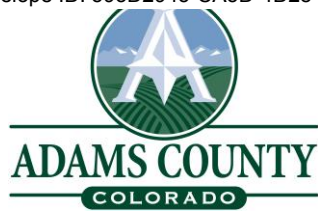
the recent trends of COVID-19 hospitalizations and new confirmed cases related to COVID-19 in Adams County.

Adams County Daily COVID-19-related Hospitalizations

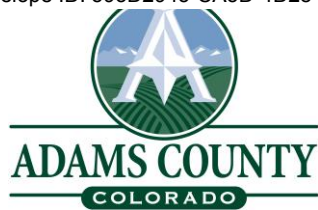


Percent Change in New Confirmed Cases of COVID-19





The County Commissioners conduct regular COVID-19 updates throughout the week and receive a weekly COVID-19 situation report from the County Manager who receives new information during daily briefings held with Tri-County Health Department (TCHD). Additionally, the Adams County COVID-19 dashboard monitoring confirmed case counts and hospitalizations is maintained with TCHD data on the dedicated AdamsCountyCOVID.org website. The County will continue to collect and monitor data from TCHD and CDPHE to evaluate the impacts of the variance and will immediately respond to threshold increases in accordance with TCHD and CDPHE.



#2 Hospital Capacity

There are five hospitals located within Adams County:

1. University of Colorado Anschutz Medical Campus – 13001 East 17th Place, Aurora, CO 80045
2. North Suburban Medical Center – 9191 Grant St, Thornton, CO 80229
3. Platte Valley Medical Center – 1600 Prairie Center Pkwy, Brighton, CO 80601
4. Children's Hospital – 13123 E 16th Ave, Aurora, CO 80045
5. St. Anthony's North - 14300 Orchard Pkwy, Westminster, CO 80023

See Attachment C for the letters and affirmations from the hospitals regarding the existing ability to serve individuals seeking care from a hospital in Adams County.



#3 Local Containment Measures

Local containment measures fundamental to this suppression plan include:

- Contact Tracing
- Diagnostic Testing
- Early Warning System
- Personal Responsibility

Contact Tracing

The implementation of diagnostic testing coupled with contact tracing is essential to the prevention of community spread. The Tri-County Health Department (TCHD) epidemiologists continue to investigate COVID-19 cases to control and prevent the spread of illness to others. The TCHD public health professionals are working closely with CDC, CDPHE, and other local county and municipal partners to respond to the situation carefully and share information. The TCHD has a strong infectious disease surveillance system in place that also leverages local partnerships with hospitals and clinics. They are committed to identifying cases quickly and responding to them effectively. TCHD is in the process of expanding the Operations Section in the Incident Management Team and planning to create up to 33 Contact Tracing Teams. These teams will be filled using internal TCHD staff, volunteers, and contracted staff, as needed, and as determined by number of positive cases reported to the health department.

In support of this effort to ramp up case detection, the TCHD will focus the Contact Tracing Teams' capacity to follow up on any COVID-19 positive result by PCR (polymerase chain reaction) testing. The TCHD provides updated information and resources about testing on its website and is helping to facilitate connections between Adams County and testing partners. Adams County is able to acquire more testing kits through the CDPHE streamlined ordering system.

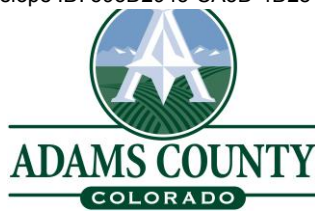
Business Specific Measures:

Gaylord Rockies Resort and Convention Center will work closely with TCHD to establish a system for rapid detection of potential COVID-19 cases and full cooperation during case investigation and contact tracing efforts.

The geographic location of the Gaylord Rockies Resort and Convention Center and expected usage is likely to preclude transmission from patrons to the larger Adams County resident population. Employees will participate in mandatory PPE and COVID-19 control measure program, as well as stringent screening protocols that promote self-reporting of symptoms or illness.

Diagnostic Testing

As testing supplies and personal protective equipment become more readily available and the number of testing sites increases, interpersonal transmission within Adams County from a known infected individual can be greatly reduced. By increasing community-testing options those who have contracted the virus can be diagnosed, isolated and receive any treatment deemed necessary. Symptomatic citizens can be tested at Adams County's hospitals and dozens of clinics. There are



also clinics who will test individuals who have simply been exposed to those who have tested positive or who have traveled recently. Local testing capacity is continuing to increase tremendously to those who are both symptomatic and asymptomatic. Adams County is also collaborating with TCHD staff to identify and leverage existing sites with unused capacity to ramp up testing efficiently. Currently, Adams County and TCHD have leveraged partnerships with the following clinics and agencies to provide additional testing locations to residents throughout the county:

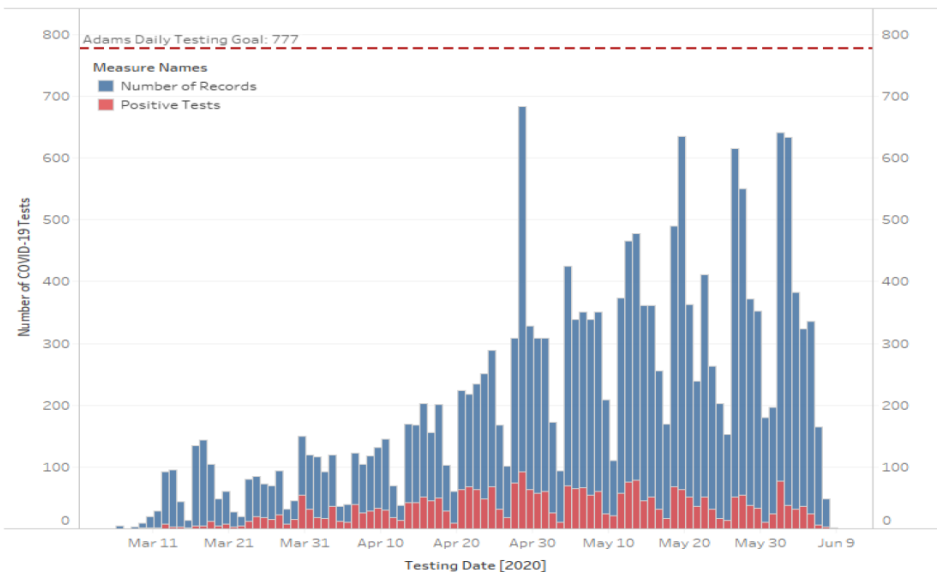
- Salud locations in Commerce City, Brighton, and Aurora
- Walgreens in Thornton
- Thornton Fire Department: 2 testing sites each providing 300 tests/week
- Walmart at 72nd and Sheridan
- Denver Pepsi Center: testing asymptomatic individuals
- University Hospital: general public outpatient testing sites

To date, 20,899 tests for COVID-19 have been administered within Adams County with 3,111 positive tests equating to roughly a 15% positive test rate. Additionally, Tri-County Health Department is using a study by Harvard which established recommendations for each state and the appropriate level of testing. A workgroup of the Denver Metro public health agencies developed a document that outlined each county's levels based on Harvard's recommendations. The document utilized a methodology which divided the tests by the population and then allocated that number of tests to each county based on population. The following graphic from Tri-County Health Department shows the total tests within Adams County and the percent of those tests that came back positive. It is clear that testing capacity has increased over time.

Daily Trend of COVID-19 Testing

In Adams County

*Tests exclude IgG, IgA, and IgM



Average Number of Tests (by week) in Adams County

May 31 - June 6	382	Completed Tests
	395	Needed Test (based on testing goal)
May 24 - May 30	346	Completed Tests
	431	Needed Test (based on testing goal)
May 10 - May 16	367	Completed Tests
	410	Needed Test (based on testing goal)
May 3 - May 9	344	Completed Tests
	433	Needed Test (based on testing goal)

*Testing result for previous 7 days are most likely incomplete based on time necessary to process and report test results.



Monitoring and Evaluation Systems

The Tri-County Health Department (TCHD) in partnership with Adams County tracks the following information on a daily basis to monitor the impacts of Public Health Orders:

- key public health indicators
- hospital data
- coordination with local public health agency

The County Manager receives daily briefings from TCHD, hosts weekly COVID-19 response calls with other county managers across the state, and hosts a bi-weekly *Adams County Council of Governments* meeting with municipal managers focused on COVID-19 monitoring and response throughout Adams County. Hospital information and other data received from TCHD is reviewed and provided weekly to county commissioners to help inform alternate restrictions and guide future policy recommendations on the re-opening of the County.



Personal Responsibility

The Adams County Suppression Plan includes the assumption that individuals are responsible for not going out in public if sick, isolating if displaying symptoms of COVID-19, and taking adequate precautions to protect high-risk populations including the recommendation to wear non-medical face coverings. Public gatherings may occur provided social distancing requirements can be met. Lastly, high-risk and older adult populations maintain social distancing levels seen under the Safer-at-Home and in the Vast, Great Outdoors Order. Ongoing assessments of public health measures conducted by TCHD, found that 79% of the public wore face masks within twenty business locations across Adams County.

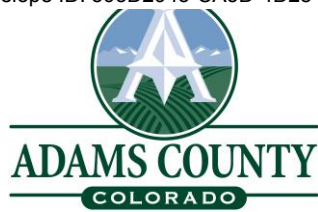
The County continues to communicate directly with residents and businesses providing up to date information on COVID-19 impacts, current public health measures, and COVID-19 case data through its website: AdamsCountyCOVID.org. The County will continue increasing public education and awareness by communicating this information throughout legacy and social media channels.



#4 Conditions to Determine the Variance Is Not Providing Adequate COVID-19 Protection and Triggers for Tightening Restrictions

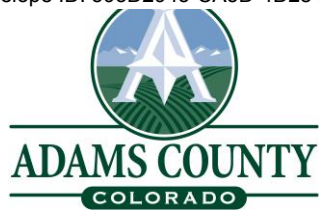
If the following County and industry specific conditions occur (these conditions do not apply to outbreaks that occur in institutionalized facilities located in the County including healthcare, long- term care and skilled nursing, jails, group homes, independent living, and more), TCHD will make a determination that the variance is not providing adequate COVID-19 protection, and determine mitigation steps and criteria for reopening for each specific industry:

- Substantial increase in hospitalizations directly related to COVID-19 over a 2-week period.
- Inability of TCHD to contact trace new cases within 24 hours of a known positive test result.
- Inability of Gaylord Rockies to assist TCHD in contact tracing efforts among guests who visited the facility during the infectious period of a known case by methods that TCHD deems appropriate (e.g., sharing line lists with TCHD of potentially exposed persons with contact information, contacting guests directly with messages developed by TCHD, etc.).
- If the business or operation experiences an outbreak the TCHD investigation team will determine further action.



#5 Gaylord Rockies Resort and Convention Center COVID-19 Suppression & Control Plan

(see separate file upload titled "Gaylord Rockies Variance Application.pdf")



Attachment B – BOCC Approval Letter

Commissioners' Office
www.adcogov.org



4430 South Adams County Parkway
5th Floor, Suite C5000A
Brighton, CO 80601-8204
PHONE 720.523.6100
FAX 720.523.6045

June 16, 2020

Executive Director Jill Hunsaker Ryan
Colorado Department of Public Health & Environment 4300 Cherry Creek South Drive
Denver, CO 80246

RE: Adams County Request for a Variance from the Safer-At-Home Executive Order and
Public Health Order for Gaylord Rockies Resort and Convention Center

Dear Director Hunsaker Ryan,

The Adams County Board of Commissioners (Adams County) respectfully request a variance from some of the provisions of Governor Polis' Executive Order 2020-044 Safer-at-Home and Colorado Department of Public Health and Environment (CDPHE) Public Health Order 20-28 (sixth amendment) specifically for the Gaylord Rockies Resort and Convention Center (Gaylord Rockies).

As outlined Public Health Order 20-28 III.V and Appendix G, a variance will allow the Gaylord Rockies to implement its own reopening plans in the timeframe that best meets their needs and the community in which they are located.

The Gaylord Rockies is the largest Resort & Convention Center in Colorado with 1,500 rooms, 500,000 square foot convention center, 8 food and beverage facilities, 12,000 square foot spa, 3 pools and a lazy river occupying 43 acres in Aurora, Colorado. The Gaylord Rockies location site is surrounded by 1,000 acres of undeveloped land with no active business in a 1-mile radius; a location well away from areas of high density. The geographic location of the Gaylord Rockies and full range of in-house services (food/beverage, pool, spa, etc) lowers the risk of viral transmission between guests and surrounding resident populations by limiting social mobility and allowing for a closely monitored and thoughtful suppression/re-opening plan

The resort closed its doors on March 25th 2020 due to the COVID19 pandemic. The closure has had a significant effect on the Gaylord Rockies workforce. As a result of the resort closure caused by the ongoing pandemic, 1,226 employees were either furloughed or laid off. In addition, the resort relies on meetings and events for 80% of its income while leisure business makes up the remaining 20%.

The current Safer-at-Home restrictions does not allow the resort to effectively conduct business for several segments of its operations. For the resort to re-open its doors the following variances to the existing orders are requested:

BOARD OF COUNTY COMMISSIONERS

Eva J. Henry
DISTRICT 1

Charles "Chaz" Tedesco
DISTRICT 2

Emma Pinter
DISTRICT 3

Steve O'Dorisio
DISTRICT 4

Mary Hodge
DISTRICT 5

➤ Meeting / Event Gatherings Capacity:

- Current Restrictions: Limited to 10 people gatherings
- Variance Request: Meetings and events held inside the Gaylord Meeting rooms – the lesser of 30% occupancy (of meeting space) or 449 people

➤ Restaurant Capacity:

- Current Restrictions: The lesser of 50% occupancy of restaurant or 50 people
- Variance Request: Restaurant capacity – the lesser of 50% occupancy or 250 people

➤ Pool Capacity:

- Current Restrictions: The lesser of 50% occupancy of pool or 50 people
- Variance Request: The lesser of 50% occupancy or 125 people (indoor pools) and 250 people (outdoor pools)

We appreciate your consideration and collaboration in helping Gaylord Rockies Resort and Convention Center safely open up additional opportunities for business while simultaneously applying appropriate restrictions to help prevent the spread of COVID-19 within our communities.

Please let us know if there is any additional information needed to assist you in processing this request. The best point of contact would be Environmental Program Manager Katie Keefe, who can be reached at 720.523.6986 or kkeefe@adcogov.org.

Sincerely,



Commissioner Eva J. Henry,
District 1



Commissioner Charles "Chaz"
Tedesco, District 2



Commissioner Emma Pinter,
District 3



Commissioner Steve O'Dorisio,
District 4



Commissioner Mary Hodge,
District 5

BOARD OF COUNTY COMMISSIONERS

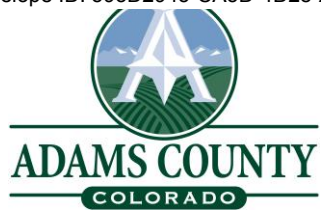
Eva J. Henry
DISTRICT 1

Charles "Chaz" Tedesco
DISTRICT 2

Emma Pinter
DISTRICT 3

Steve O'Dorisio
DISTRICT 4

Mary Hodge
DISTRICT 5



Attachment C – Hospital Letters of Support



University of Colorado Hospital
Emergency Preparedness

12401 E 17th Ave.
Aurora, CO 80045

O 720.848.6095
C 303.419.0888

uchealth.org

June 15, 2020

Dear Mr. Gonzales,

When considering any potential impact on the ability to serve individuals seeking care within the hospital, the University of Colorado Hospital (UCH) has no concern regarding the approval of this variance.

Sincerely,

A handwritten signature in black ink, appearing to read "Clinton J. Andersen".

Clinton J. Andersen, MA, MEP
Emergency Preparedness Program Manager

University of Colorado Hospital
12401 E 17th Ave
Aurora, CO 80045
O: 720.848.6095
C: 303.419.0888

Clinton.Andersen@uchealth.org
uchealth.org



Official Health Care Partner





North Suburban Medical Center
Emergency Preparedness

9191 Grant St.
Thornton, CO 80229
www.northsuburban.com

June 15, 2020

Dear Mr. Gonzales,

North Suburban Medical Center maintains a state of readiness for any potential influx of COVID-19 patients in Adams County. We have no objections to the requested variance for Gaylord Rockies Resort & Convention Center.

Sincerely,

A handwritten signature in black ink that appears to read "B. Tice".

Benjamin Tice
Manager of Emergency Services and Preparedness
Facility Safety Officer

North Suburban Medical Center
O 303-450-4516
C 720-201-2637
Benjamin.Tice@healthONEcares.com



Wendy L. Colón, CHEP, NHDP-BC, MBA, BSN, RN
Director, Emergency Department
Colorado Associate Emergency Manager
Platte Valley Medical Center
1600 Prairie Center Parkway
Brighton, CO 80601
P:(303) 498-1909 (office)
C:(303) 929-3006 (cell)

June 15, 2020

Dear Mr Gonzales,

In response to your request for documentation in support of the Adam's County Variance, Platte Valley Medical Center will continue to monitor available ICU beds, ventilators, supply of personal protective equipment, and staffing in anticipation of and preparation for a surge or resurgence of COVID-19 patients. PVMC is prepared to serve COVID-19 patients in Adam's County.

Sincerely,

A handwritten signature in black ink, appearing to read "Wendy L. Colon".

Wendy L. Colon, CHEP, MBA, BSN
Emergency Manager
Platte Valley Medical Center



Adams County Public Health
4430 S. Adams County Parkway
Brighton, CO 80601

June 16, 2020

Dear Mr. Gonzales:

On April 26, 2020, Governor Jared Polis issued Executive Order, D 2020 044, Safer at Home (the "**Executive Order**"). Section II.M. of the Executive Order, provides for application for variances for the Executive Order as follows:

"Any county wishing to apply for a local variance from part or all of this Executive Order must submit a written application to CDPHE certifying that the county has low case counts of COVID-19 cases or can document fourteen (14) consecutive days of decline in COVID-19 cases reported in the county. The application must include a written COVID-19 suppression plan approved by the appropriate local public health authority, all hospitals within the county (unless no hospitals are located in the county), and a majority of the county commissioners, or, in the case of the City and County of Denver, the mayor of Denver, or, in the case of the City and County of Broomfield, the city council."

Pursuant to the Executive Order, Children's Hospital Colorado ("**Hospital**") has been asked by Adams County ("**County**") to review the County's COVID-19 Suppression Plan with respect to the County's request for a Variance (the "**Variance Request**"), dated June 15, 2020, under the Executive Order.

In reviewing the County's COVID-19 Suppression Plan, and except as expressly set forth below, Hospital assumes the completeness and accuracy of all facts and assumptions set forth in the Variance Request; however, Hospital does not provide an opinion with respect to the accuracy or completeness of such facts or assumptions. Hospital is also expressly relying on completeness and accuracy of data for current and estimated rates of infection and hospitalizations in and around the County's primary service area provided to Hospital by the County and the Colorado Department of Public Health and Environment ("**CDPHE**") Finally, Hospital does not opine on the secondary effect of people traveling to or from the County's primary service area to other locations in the State or nationally.

Based on the foregoing assumptions:

1. Hospital currently has 28 ICU beds available and such ICU beds are sufficient for Hospital to provide its usual and customary care for COVID-19 patients based on the current infection data;

2. Hospital currently has 57 ventilators available and such ventilators are sufficient for Hospital to provide its usual and customary care for COVID-19 patients based on current infection data;
3. Hospital has adequate personal protective equipment ("**PPE**") to provide its usual and customary care for COVID-19 patients based on current infection data; and
4. Hospital has adequate levels of hospital staff to provide its usual and customary care for COVID-19 patients based on current infection data.

Based solely on the foregoing, and subject to the qualifications and limitations set forth herein, Hospital believes that it can provide the services as set forth in the County's COVID-19 Suppression Plan. Hospital believes that both the County and CDPHE should actively monitor the accuracy of, and any changes to, the assumptions and facts set forth in the Variance Request. Hospital shall update the County and CDPHE if the facts set forth in #1-4 above materially and adversely change.

Respectfully,

Heidi Baskfield

Heidi Baskfield

Vice President Population Health and Advocacy

Children's Hospital Colorado Incident Command Liaison



We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.

June 17, 2020

VIA EMAIL – RNalty@adcogov.org

Ryan M. Nalty
Director of Economic Development
Deputy Director, Community and Economic Development Department
ADAMS COUNTY, COLORADO
4430 S. Adams County Parkway
Brighton, CO 80601
T: 720.523.6842


RE: St. Anthony North Health Campus

Dear Ryan,

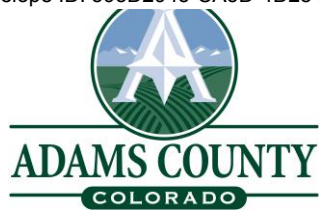
In response to your request for documentation in support of the Adams County Variance to the Amended Safer At Home Public Health Order 20-28, St. Anthony North Health Campus will continue to monitor its available ICU beds and ventilators, and it regularly monitors its supply of personal protective equipment and hospital staff in anticipation of and in preparation for a surge or resurgence of COVID-19 patients. St. Anthony North Health Campus has reviewed the Adams County Suppression Plan and it is prepared to serve COVID-19 patients from Adams County.

Regards,

Centura Health
for St. Anthony North Health Campus


Kris Ordelheide
Senior Vice President
& General Counsel

cc: Constance Schmidt, CEO – St. Anthony North Health Campus
Andrew French, MD, CMO – St. Anthony North Health Campus
Nicole Milo, Sr. Advisor Government and Community Affairs – Centura Health
Ray Gonzales - RGonzales@adcogov.org
Brittany Morris Saunders - Brittany@sewaldhanfling.com



Attachment D – TCHD Letter of Support



June 17, 2020

Commissioner Emma Pinter
Adams County Board of County Commissioners
4430 S. Adams County Parkway
Brighton, CO 80601

Dear Commissioner Pinter,

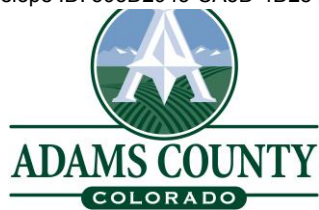
Tri-County Health Department has reviewed and supports your variance application for Gaylord Rockies Resort and Conference Center. Adams County's viral transmission as measured by new cases and hospitalizations has been declining even as testing has been increasing, and we believe that this variance provides a gradual opening and supports an important economic driver in Adams County, while protecting the public's health.

We appreciate the support from Gaylord Rockies Resort and Conference Center to assist in rapid contact notification should we experience positive cases or an outbreak associated with visitors, as well as their willingness to follow up with all guests after their visit. TCHD will continue to monitor and provide regular updates to the Board, and will immediately notify you if we have cause for concern. Thank you for your partnership throughout this response.

Regards,

A handwritten signature in black ink that reads "Jennifer L. Ludwig".

Jennifer L. Ludwig
Deputy Director



Attachment E – City of Aurora Letter of Support

Mike Coffman

City of Aurora

Worth Discovering • AuroraGov.org

Mayor

15151 E. Alameda Parkway, 5th Floor
Aurora, Colorado 80012
office 303.739.7015
fax 303.739.7594
email mcoffman@auroragov.org

June 16, 2020

Governor Jared Polis
State Capitol Building
200 E. Colfax Avenue, Suite 136
Denver, Co 80203

Executive Director Jill Hunsaker Ryan
Colorado Department of Public Health and Environment
4300 Cherry Creek South Drive
Denver, Co 80246

RE: Gaylord Rockies Resort and Convention Center request for variance from the Safer at Home Executive Order and Public Health Order

Dear Governor Polis and Director Ryan,

The City of Aurora supports the Gaylord Rockies Resort and Convention Center (Gaylord) variance request for the meeting/event gathering capacity, restaurant capacity and pool capacity.

The Gaylord Rockies is the largest Resort and Convention Center in Colorado with 1,500 rooms, a convention center of 500,000 square feet, eight food and beverage facilities, a spa that is 12,000 square feet, three pools and a lazy river occupying 43 acres in Aurora, Colorado.

The resort closed its doors on March 25, 2020 due to the COVID19 Pandemic. 1,226 employees were either furloughed or laid off as a result of the resort closure. The resort relies on meetings and events for 80% of its income and leisure business for the remaining 20% income. The current Safer at Home restrictions does not allow the resort to effectively conduct business for either segment of its business.

For the resort to re-open its doors the following variances to the existing mandates are requested:

- Meetings and events held inside the Gaylord meeting rooms limited to 30% occupancy or 449 people through August.
- Restaurant capacity limited to 50% occupancy or 250 people through August.
- Indoor pools limited to limited to 50% occupancy or 125 people through September. Outdoor pools limited to 50% occupancy or 250 people through September.

The City of Aurora supports this safe, phased and successful re-opening of the Gaylord. The Gaylord is vital to the economic health of the entire metro community. We appreciate your consideration in helping the Gaylord safely open while still applying appropriate restrictions to secure the health and safety of its guests and employees in the coming months.

Sincerely,



Mike Coffman
Mayor



Attachment F – Gaylord Rockies Indoor Meeting Events Variance Request

1. List the sections of Executive Order D 2020 091 and/or Sixth Amended Public Health Order 20- 28 that a variance is being sought for.

Adams County respectfully requests a variance from Section IJ.1 of the Sixth Amended Public Health Order 20- 28 as amended on June 5, 2020 (the “Order”) limiting indoor gatherings or events to 10 people.

Adams County requests a variance to allow Gaylord Rockies Convention Center to hold indoor meeting events up to 30% of the posted occupancy code limit or 449 people, whichever is less, adhering to strict social distancing protocols that allow for 28 sq ft per attendee, subject to the following restrictions.

Adams County proposes that the variance take effect on June 20, 2020, or as soon as possible.

2. Summarize alternate restrictions being proposed to replace the above-referenced restrictions and indicate where in the Plan these alternate restrictions are addressed.

- All high touch surfaces within lobby, restaurants, restrooms cleaned and disinfected every two hours using EPA approved disinfectants.
- Cleaning and disinfection procedures for restrooms, which involves cleaning and sanitizing high-touch surfaces including but not limited to, stall doors, toilet seats and handles, door handles, light switches, and flooring every two hours.
- Cleaning/disinfecting checklist and schedule implemented to ensure all surfaces are disinfected according to procedures.
- Management shall display signage, if necessary, to ensure that customer traffic flow into and out of convention center restrooms allows for compliance with social distancing protocols in restrooms.
- Follow ventilation system guidelines as outlined in the pertinent business reopening guidance documents from the American Industrial Hygiene Association and the American Society of Heating, Refrigeration, and Air Conditioning Engineers (see #6).
- Post signs that provide proper hygiene guidelines; signs will be posted in all bathrooms, at all entrances, elevators, and common area doors.
- Post signage explaining the cleaning/health measures that have been taken throughout the facility.
- All employees will wear proper PPE based on tasks and masks in common areas.
 - All management office employees have been provided masks and are required to wear them in the facility.
 - All attendant and cleaning staff will be required to wear masks.
 - All outside attendants will be required to wear masks.
 - Masks and gloves will be provided to all employees and made readily available



for replacement.

- All employees will receive required Personal Protective Equipment training.
 - Signage on proper donning and doffing measures will be posted throughout the work areas.
 - Security Officers, maintenance staff, and EMT staff are provided proper PPE for task hazards.
-
- Meeting room attendants and housekeeping staff have been certified in disinfectant application, trained in PPE, and will be required to don PPE.
 - Hand soap and water and/or hand sanitizer is available to all employees throughout the workday and employees are encouraged to take frequent breaks to wash hands.
 - Management shall send an email to all out of state visitors 3 days after departure asking them to assist in maintaining optimal safety within the Gaylord by notifying TCHD if they are diagnosed with COVID within the 3 week period of time following their visit.



Attachment G – Gaylord Rockies Restaurants Variance Request

1. List the sections of Executive Order D 2020 091 and/or Sixth Amended Public Health Order 20- 28 that a variance is being sought for.

Adams County requests a variance to Section II.C.1 of the Sixth Amended Public Health Order 20-28 as amended on June 5, 2020 (the “Order”) limiting “in-person dining at 50% of the indoor posted occupancy code limit, not to exceed 50 people, whichever is less.”

Adams County proposes to allow the Gaylord Rockies Resort restaurant to offer food or beverage for on-premises consumption up to 250 people or 25% of the indoor posted occupancy code limit, whichever is less, with tables spaced 8-feet apart and patrons spaced 6-feet apart between seats at different tables, subject to the following restrictions.

Adams County proposes that the variance take effect on June 20, 2020, or as soon as possible.

3. Summarize alternate restrictions being proposed to replace the above-referenced restrictions and indicate where in the Plan these alternate restrictions are addressed.

- Restaurants must adhere to all requirements of Appendix I, excluding 2.a of the PHO 20-28 (sixth amendment)
- Restaurants must adhere to the requirements listed in Section II.I and Appendix A of PHO 20-28 (sixth amendment).
- Total occupancy of customers within an indoor setting shall be limited to 25% of the posted occupancy code or a maximum of 250 people, whichever is less, ensuring a minimum of 8 feet between seats at different tables.
- Tables or groups must be limited to no more than 4 people.
- Tables spaced to provide 8 feet distance between tables and 32 square feet separation.
- Seating at bars shall be prohibited unless 6 feet of spacing can be maintained between groups of customers and preparation areas are separated from customers by at least 6 feet. Walk up service at bars is prohibited.
- Touchless ordering through the online menu system provided via website and QR smart phone application.
- Single use, paper menus provided and replace reusable menus.
- Signage and floor markings layout directional routes for individuals to follow when moving through the restaurant so as to minimize the possibility of encroaching on 6-foot social distancing.
- Do not allow customers to congregate in the lobby area or outside the doors in a manner that prevents 6-foot separation between groups.
- A reservation system will be used.
- Encourage resort guests to socially distance outside while waiting to be seated.



- Encourage notification system for resort guests via text or phone call when their table is ready.
- Resort guests are strongly encouraged to wear cloth face coverings in order to enter the business, and to keep their face coverings in place until they have reached their table.
- Tables may be pre-set immediately before customers are seated.
- Restaurant shift managers will confirm with customers that they are not experiencing any symptoms prior to seating them in the dining area. If they are, do not allow them to enter.
- Post signage that restaurants shall have the right to deny service to any guests exhibiting COVID-19 symptoms.
- Implement touchless payment methods when possible.
- Prioritize outdoor seating to the greatest extent possible.
- Place signage or staff outside the restaurant instructing walk-up customers to utilize the reservation system or to send only one member of the party to the reservation stand or counter.
- Post signs at entrances regarding face coverings, and post signs throughout the facility as needed to remind the customers of social distancing and proper hygiene guidelines.
- Implement one-way entry/exit, and directional walkways as much as possible.
- Consider options for dine-in customers to order ahead of time to limit the amount of time spent in the establishment.



Attachment H – Gaylord Rockies Indoor and Outdoor Pools Variance Request

1. List the sections of Executive Order D 2020 091 and/or Sixth Amended Public Health Order 20- 28 that a variance is being sought for.

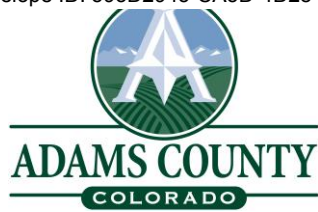
Adams County requests a variance to the following provisions in the Sixth Amended Public Health Order 20-28 as amended on June 5, 2020 (the “Order”), Section I.H.2.b and I.H.2.d, allowing outdoor swimming pools to open, to up to 50% capacity limited to 50 people and indoor pools to open at 25% capacity, not to exceed 50 people per room maintaining 6-feet distancing, respectively.

Adams County proposes to allow pools within the Gaylord Rockies Resort to operate indoor pools at 50% posted occupancy code limit or 125 people, whichever is less, and outdoor pools at 50% posted occupancy limit or 250 people, whichever is less, with people spaced 6 feet apart, ensuring a minimum of 28 sq. ft. per person, subject to the following restrictions.

Adams County proposes that the variance take effect on June 20, 2020, or as soon as possible.

2. Summarize alternate restrictions being proposed to replace the above-referenced restrictions and indicate where in the Plan these alternate restrictions are addressed.

- Occupancy of both indoor and outdoor pool facilities shall be limited no more than 50% of the posted occupancy code with people spaced 6 feet apart, ensuring a minimum of 24 sq. ft. separation per person.
- All staff are required to wear face coverings or masks and disposable gloves at all times.
- Guests utilizing the facility should be encouraged to wear a face covering both when entering the facility and while in the facility whenever not swimming or in the pool.
- Lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Cloth chair cushions have been removed.
- Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use.
- Signage placed used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols and good hygiene protocols.
- Signage at all entrances/access points notifying guests that facility use is prohibited if they are experiencing COVID related symptoms or are sick.
- Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.
- Partitions installed at towel desk/kiosks.
- All pool areas shall be accessible only by guest key card to preclude public or non-guest usage of the facilities.



- Disposable disinfecting wipes shall be made available throughout the facilities and guests encouraged to clean shared equipment and surfaces after each use.
- Hand sanitizer dispensers will be placed at the entrance to the facility in addition to signage advising proper COVID-19 prevention measures.
- Indoor and outdoor pool areas shall be monitored by security staff through CCTV to ensure social distancing protocols are maintained and the maximum number of customers is not exceeded.
- Staff shall perform frequent environmental cleaning and disinfection of lavatories and high-touch surfaces.
- Implement one-way entry/exit, and directional walkways as much as possible.
- Ventilation system airflow will be increased to the extent practicable to increase the number of fresh air changes per hour.



GAYLORD ROCKIES™

RESORT & CONVENTION CENTER

Colorado

Variance Application

Gaylord Hotels Commitment to Clean

*Our commitment to keeping our guests, customers
and hotel associates (STARS) safe remains our utmost priority.*



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Gaylord Hotels Commitment to Clean

Note: All above items are clickable links and bookmarked for ease of navigation



Variance Request

Gaylord Rockies Resort & Convention Center is the largest combined resort and convention center in Colorado occupying 85 acres in Aurora, Colorado. There is 1,000 acres of undeveloped land around Gaylord Rockies and there is not an active business within a 1-mile radius of the resort.

The resort features 1,501 guestrooms, 500,000 square feet of meeting space, 8 food & beverage facilities, a 12,000 square foot spa and salon, and 4 pools including a lazy river. This one-of-a-kind facility in the State of Colorado is 2 million square feet providing an abundant amount of space for social distancing in all areas in and around the resort.

The resort closed its doors on March 25, 2020 due to the COVID-19 pandemic. 1,226 employees were either furloughed or laid off as a result of the closure of the resort. The resort relies on meetings and events for 80% of its income and leisure business for the remaining 20%.

The current "Safer at Home" Executive Order D 2020 091 restriction does not allow the resort to effectively conduct business for either segment of its business.

For the resort to re-open and return furloughed and laid off staff back to work, the following variances to the existing mandate are requested:

Location	Current Restrictions	Variance Request
Meetings and Events Gatherings <i>Section I.J.1 of the Sixth Amended Public Health Order 20-28</i>	Limited to 10 people gatherings	The lesser of 30% occupancy (of meeting space) or 449 people
Restaurant Dining <i>Section II.C.1 of the Sixth Amended Public Health Order 20- 28</i>	The lesser of 50% occupancy of restaurant or 50 people	The lesser of 50% occupancy of restaurant or 250 people
Pool Areas <i>Sections I.H.2.b and I.H.2.d of the Sixth Amended Public Health Order 20-28</i>	The lesser of 50% occupancy of pool or 50 people	The lesser of 50% occupancy or 125 people (indoor pools) and 250 people (outdoor pools)



Variance Request

Executive Summary

Meetings and Events Gathering Capacity

Gaylord Rockies has 500,000 square feet of meeting space divided into 4 ballrooms with 40 feet ceiling heights, 60 breakout rooms and an Exhibition Hall. This space is divided onto three separate levels and outdoor lawn spaces. The largest of the 4 ballrooms is over 47,000 square feet and has a certificate of occupancy rating of 6,280 people.

Variance Request

A capacity restriction of the lesser 30% occupancy or 449 people.

Ballroom	Occupancy Rating	Maximum Occupancy	% of Total Occupancy
Aurora	6,280 people	449 people	7%
Adams	4,490 people	449 people	10%
Colorado	4,432 people	449 people	10.1%

Health and Safety Protocols

Our meeting, convention and event attendees are of paramount importance to us and new, comprehensive cleaning and sanitizing protocols have been designed to keep attendees, and our STARS (employees), healthy and safe. All STARS (employees) are required to wear masks and applicable PPE provided by Gaylord Rockies. Guests are highly encouraged to wear a mask and will be available to them upon request. Highlights include, but are not limited to, the following:

Banquet Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- All shared equipment and meeting amenities are sanitized before and after each use or are single use if not able to be sanitized.
- All linen, including underlays, are replaced after each use.
- Buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils.
- Prepackaged food on coffee breaks and individually packaged beverages (no pitchers or carafes) are served.
- Partitions for food service lines have been installed.
- Disposable cups and glasses are used for all breaks.
- Flatware is provided as a roll-up.
- Butler passed food and beverage is suspended.
- Preset food and drink is restricted.



Variance Request

Executive Summary

Meeting Space Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented. Shift breakout speakers instead of breakout guests.
- Use of electrostatic disinfecting sprayers are used to sanitize areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- Convention public space attendants are dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room doors, light switches and other equipment are sanitized after each group's use.
- Electrostatic disinfecting sprayers are used for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions.
- Meeting sets on tables have been removed.
- Water carafes and water pitchers are not placed on meeting tables or water stations.
- Signage is posted outside of meeting and event rooms to remind guests of appropriate physical distancing guidelines.
- Hand sanitizer stations are placed throughout the meeting spaces, convention center, break-out spaces and corridors.
- FAQs are made available on-line to give attendees information about health & safety protocols.
- Groups can choose to test attendees for COVID-19 and manage the process holistically.

In House Security Team

Gaylord Rockies hosts an in-house 24/7 Safety Services team that is committed to providing a safe and secure environment for clients and guests. More than 300 cameras are installed throughout the building to actively monitor guest gatherings, social distancing and trace contracting.



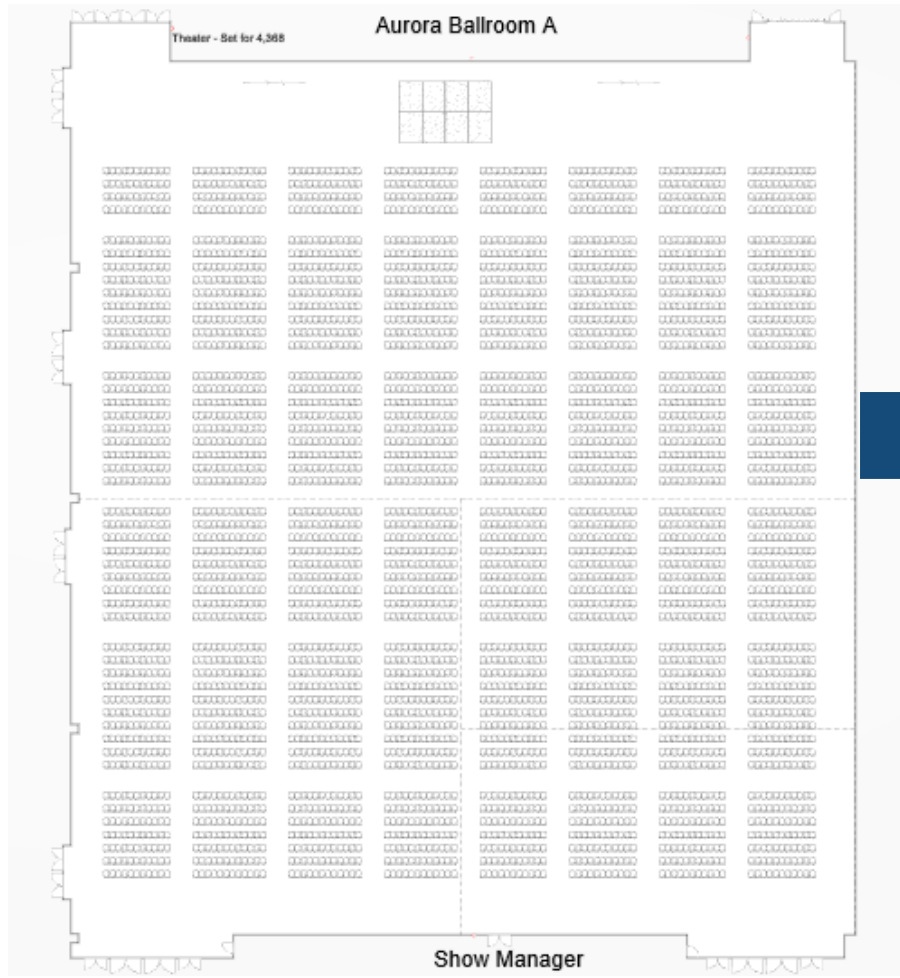
Gaylord Hotels Commitment to Clean
Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request Executive Summary

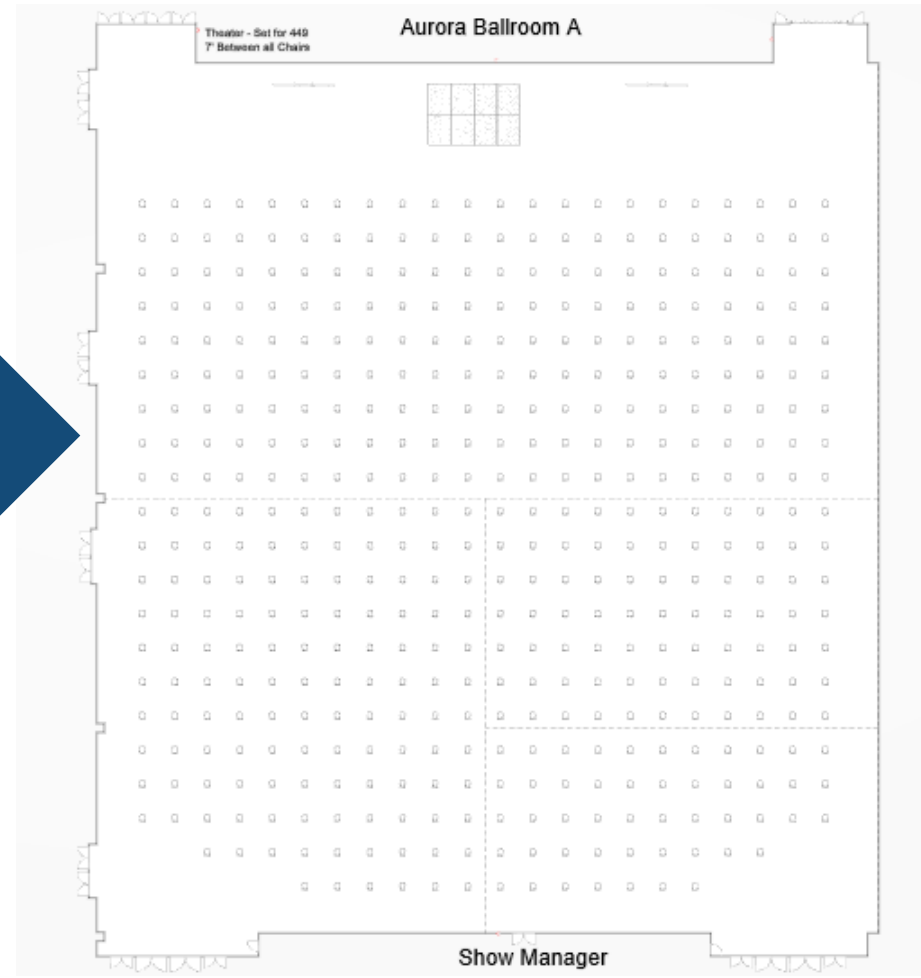
Sample Industry Standard Aurora Ballroom Diagram:

3 Inches Between all Chairs
Set for 4,368 Theater



Sample Socially Distanced Aurora Ballroom Diagram:

7 Feet Between all Chairs, 28 Square Foot Separation
Set for 449 Theater, 7% of 6,280 Occupancy Rating



Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.

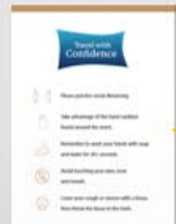


Variance Request Executive Summary

Sample Signage and Hand Hygiene:

Convention Center Signage & Hand Sanitizers

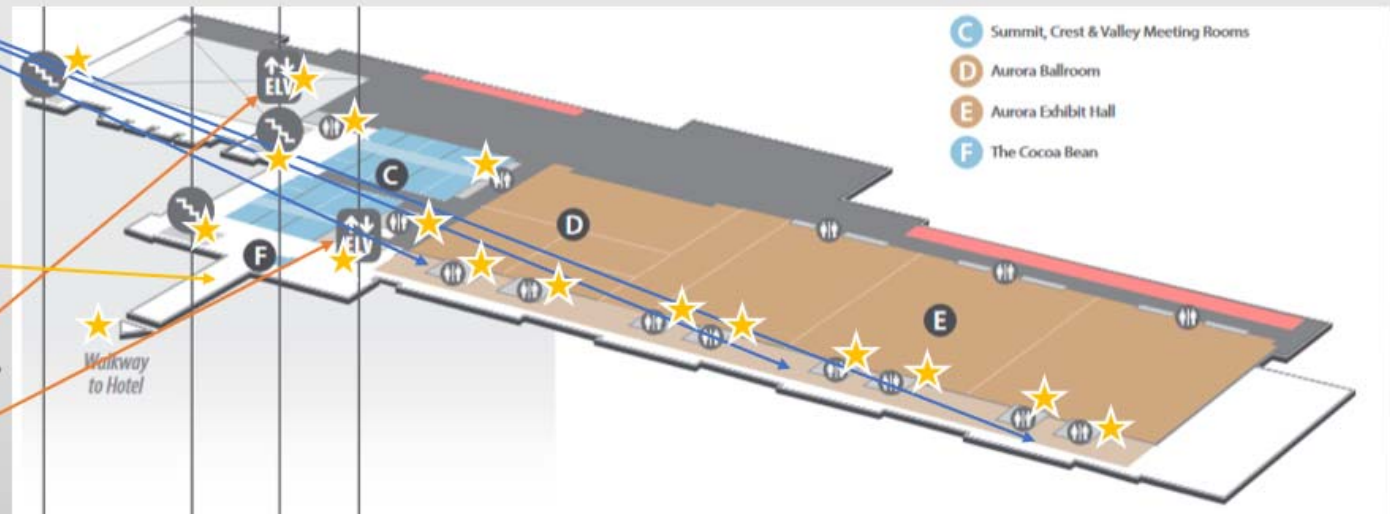
Digital on electronic reader boards throughout the convention center



Large meter board at entrance to convention center space



Clings placed on elevator doors



Displayed digitally on all meeting room identification sign



Hand sanitizer locations

Gaylord Hotels Commitment to Clean

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Variance Request

Executive Summary

Restaurant Dining Capacity

Due to the low occupancy forecast we will operate our facility with the largest of our restaurants – Mountain Pass – a 16,000 sq. ft facility, with 27 feet ceiling height and a certificate of occupancy rating of 1,104 people.

Variance Request

A capacity restriction of the lesser of 50% occupancy of restaurant or 250 people.

Restaurant	Occupancy Rating	Maximum Occupancy	% of Total Occupancy
Mountain Pass	1,104 people	250 people	23%

Health and Safety Protocols

In response to the current environment, Gaylord Rockies follows enhanced sanitation guidelines and utilizes food safe training for all hosts, servers, food runners, and chefs. To minimize risk, we have modified access to menus to include digital menus and disposable printed menus. All STARS (employees) are required to wear masks and applicable PPE provided by Gaylord Rockies. Guests are highly encouraged to wear a mask and will be available to them upon request. Specific actions and protocols include, but are not limited to, the following:

Restaurant & Bar Protocol

- Seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates.
- Hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
- Partitions have been installed at all host stands.
- Electrostatic sprayers are used to sanitize all restaurants and bars every night.
- High-touch points are sanitized throughout the day.
- Bars, tables and chairs are sanitized between each seating.
- Restaurant attendants are dedicated to regular cycles of guest touch point sanitization.
- Digital menu options are available via mobile device to limit printed menus.
- Outlets offer take out menus, grab-and-go offerings, or counter service where appropriate.
- Check presenters, votives, pens, and all other reusable guest contact items are sanitized after each use.
- Hand sanitizer stations are placed at the entrance to each outlet.
- All food and beverage STARS are fully trained and compliant in food safety training and protocols.

Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request Executive Summary

In House Security Team

Gaylord Rockies hosts an in-house 24/7 Safety Services team that is committed to providing a safe and secure environment for clients and guests. More than 300 cameras are installed throughout the building to actively monitor guest gatherings, social distancing and trace contracting.



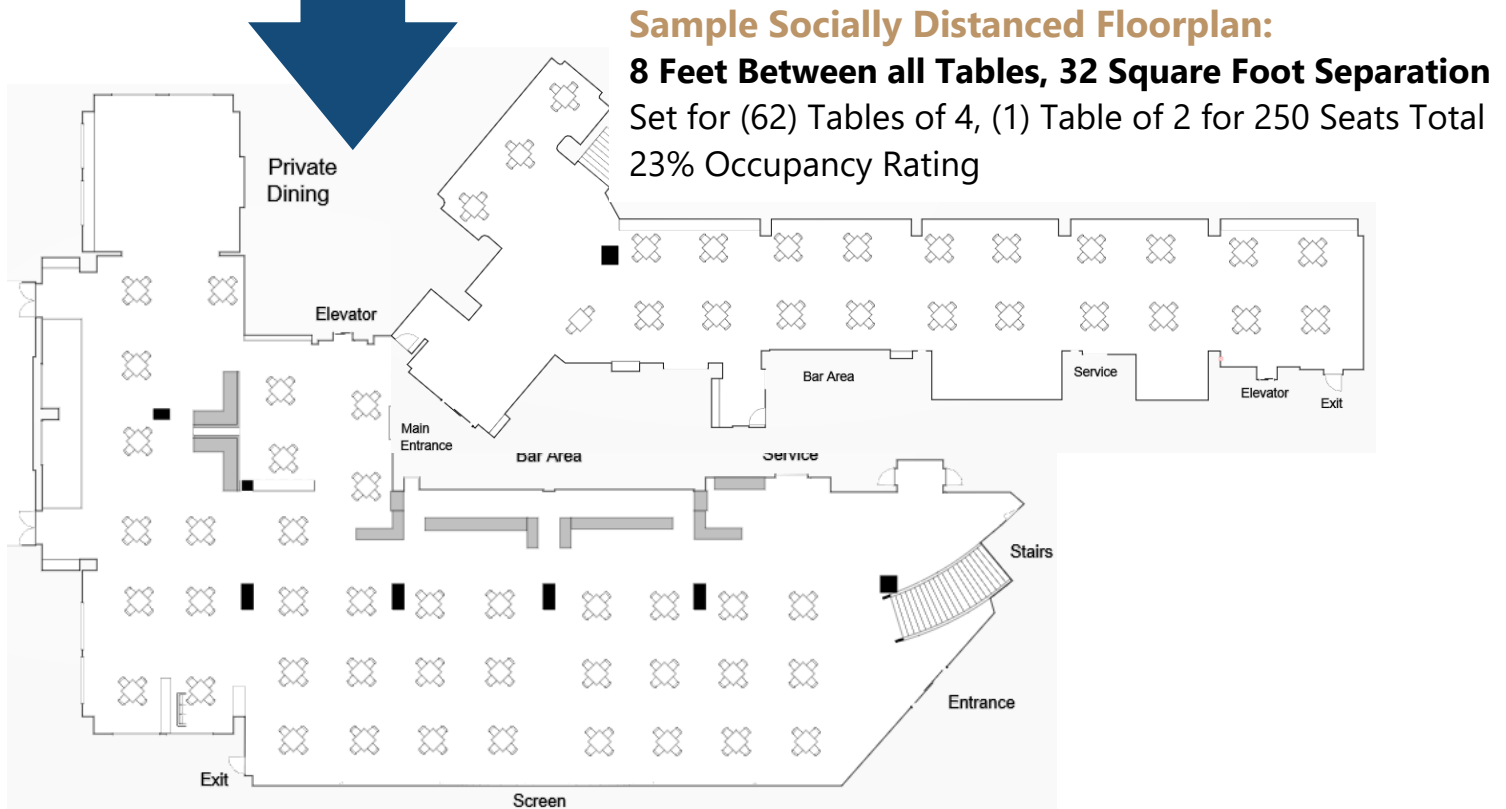
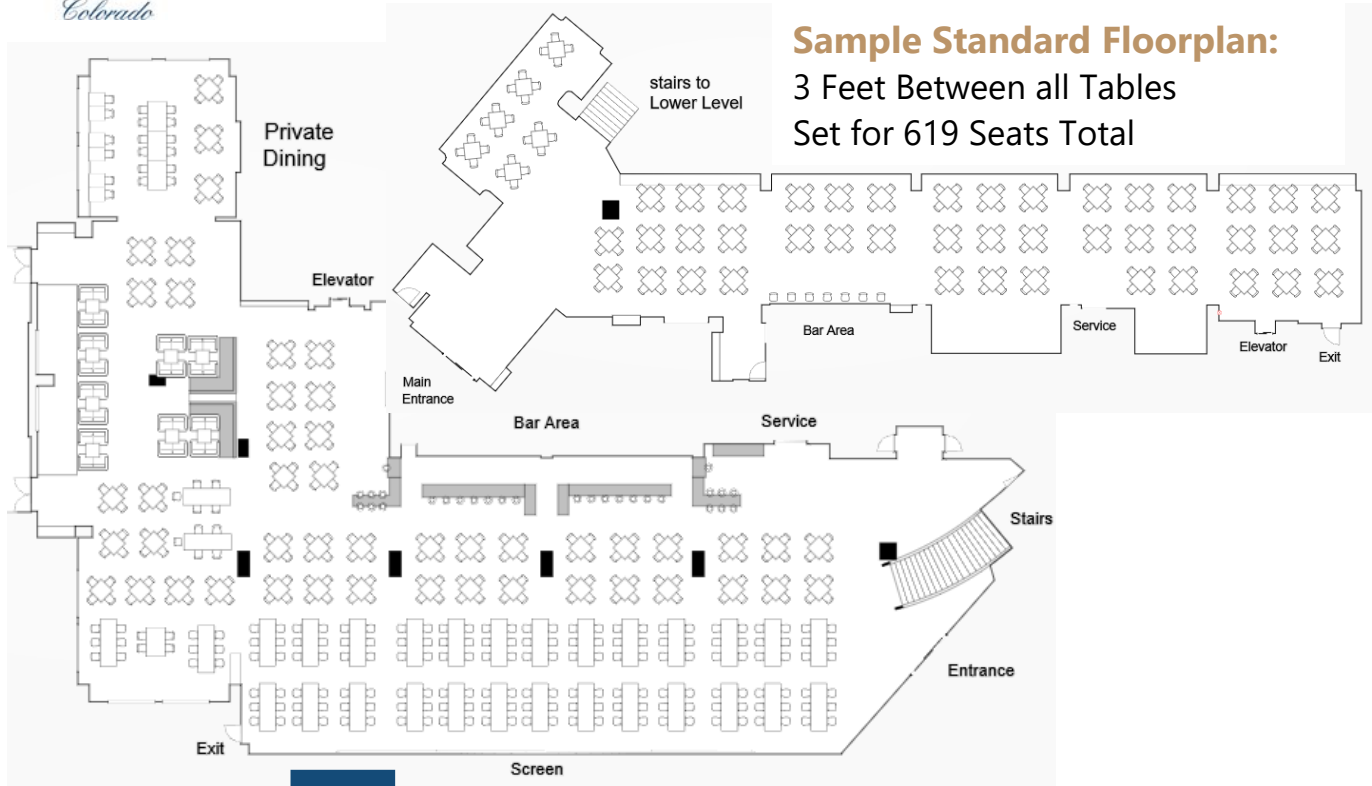
Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request

Executive Summary



Gaylord Hotels Commitment to Clean

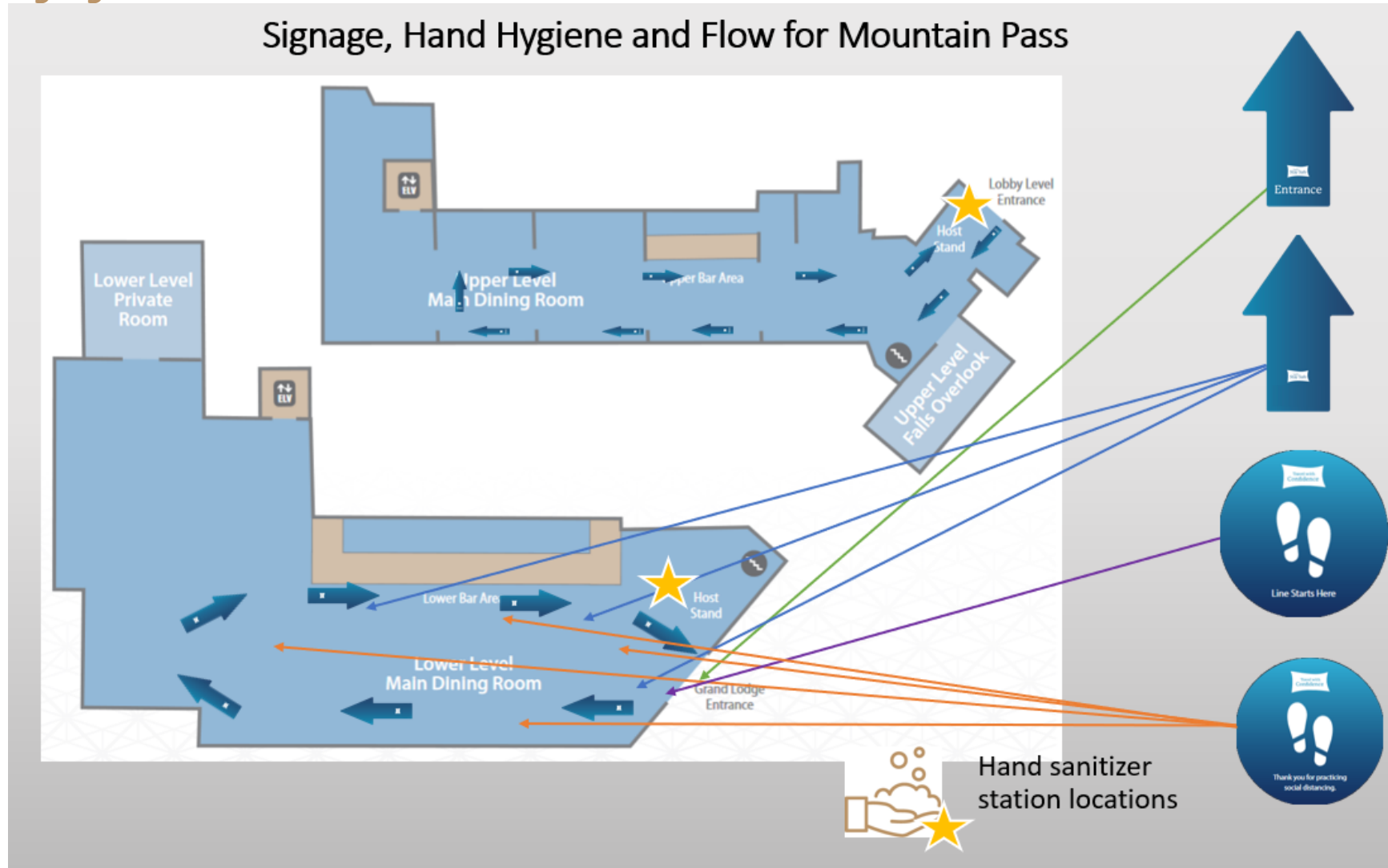
Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request Executive Summary

Signage and Flow:

Signage, Hand Hygiene and Flow for Mountain Pass



Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request Executive Summary

Sample Digital Signage Throughout the Restaurant:

Travel with Confidence

Our Commitment to
clean

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and STARS. On a daily basis, our hotel is working to ensure that we meet the latest guidance on hygiene and cleaning.

Find out more at
GaylordHotelsClean.com

Travel with Confidence

- Please practice social distancing.
- Take advantage of the hand sanitizer found around the event.
- Remember to wash your hands with soap and water for 20+ seconds.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

Travel with Confidence

Thank you for
practicing social
distancing.

Sample Menu QR Code

Reverse side indicates table has been sanitized

Travel with Confidence

To View a Menu, Visit:
GaylordRockiesDining.com

— OR —

Use the Camera App on your
Phone to Scan the QR Code

Touchless

Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request

Executive Summary

Pool Areas Capacity

The resort hosts 4 total pools consisting of an indoor family/lap pool with a 50 foot ceiling (occupancy rating 494), outdoor infinity pool (occupancy rating 492), and lazy river (occupancy rating 864). The outdoor pool and lazy river are located on 1.6 acres of land and the indoor pools are in a 29,000 square foot building.

Variance Request

A capacity restriction of the lesser of 50% occupancy of the pools or 125 people for indoor pools and 250 people for outdoor pools.

Pool	Occupancy Rating	Maximum Occupancy	% of Total Occupancy
Indoor Family/Lap	494 people	125 people	25%
Outdoor Infinity	492 people	250 people	50%
Outdoor Lazy River	864 people	250 people	29%

Health and Safety Protocols

In response to the current environment, Gaylord Rockies follows enhanced sanitation guidelines and utilizes food safe training for all hosts, servers, food runners, and chefs. To minimize risk, we have modified access to menus to include digital menus and disposable printed menus. All STARS (employees) are required to wear masks and applicable PPE provided by Gaylord Rockies. Guests are highly encouraged to wear a mask and will be available to them upon request. Specific actions and protocols include, but are not limited to, the following:

Aquatics Protocol

- Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization.
- Reservation system to control seating, access and assist in contact tracing.
- Lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Cloth chair cushions have been removed.
- Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use.
- Signage is being used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols.
- Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.
- Partitions have been installed at towel desk/kiosks.



Variance Request Executive Summary

In House Security Team

Gaylord Rockies hosts an in-house 24/7 Safety Services team that is committed to providing a safe and secure environment for clients and guests. More than 300 cameras are installed throughout the building to actively monitor guest gatherings, social distancing and trace contracting.

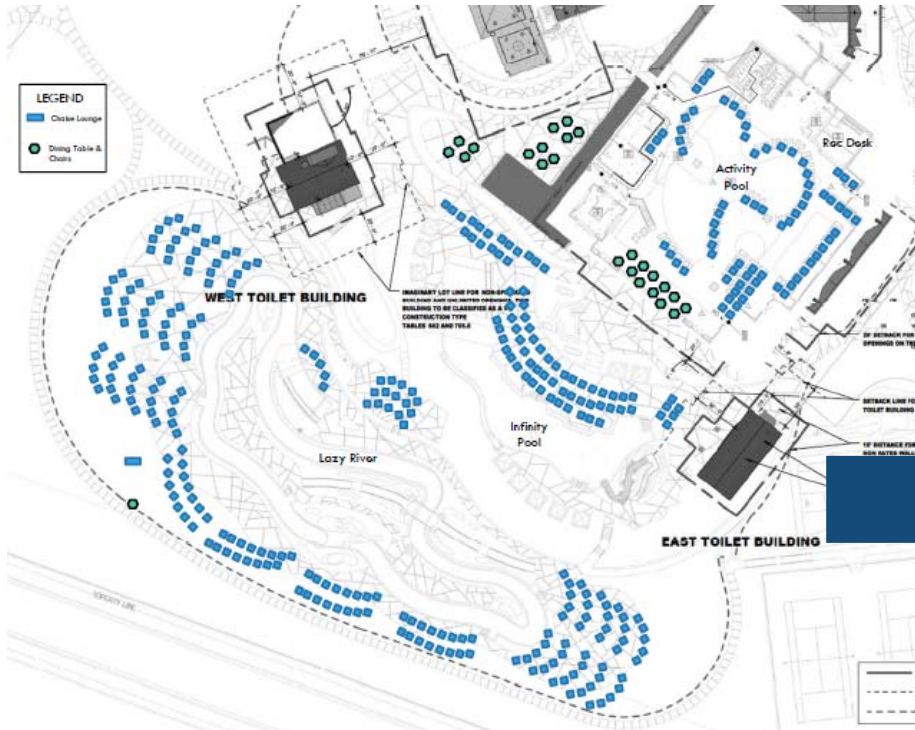




Variance Request Executive Summary

Sample Standard Diagram:

2 Feet Between all Spots



Sample Socially Distanced Diagram:

7 Feet Between all Spots, 28 Square Foot Separation



Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



Variance Request Executive Summary

Sample Signage and Flow:

SIGNAGE LOCATIONS – ONE WAY TRAFFIC FLOW



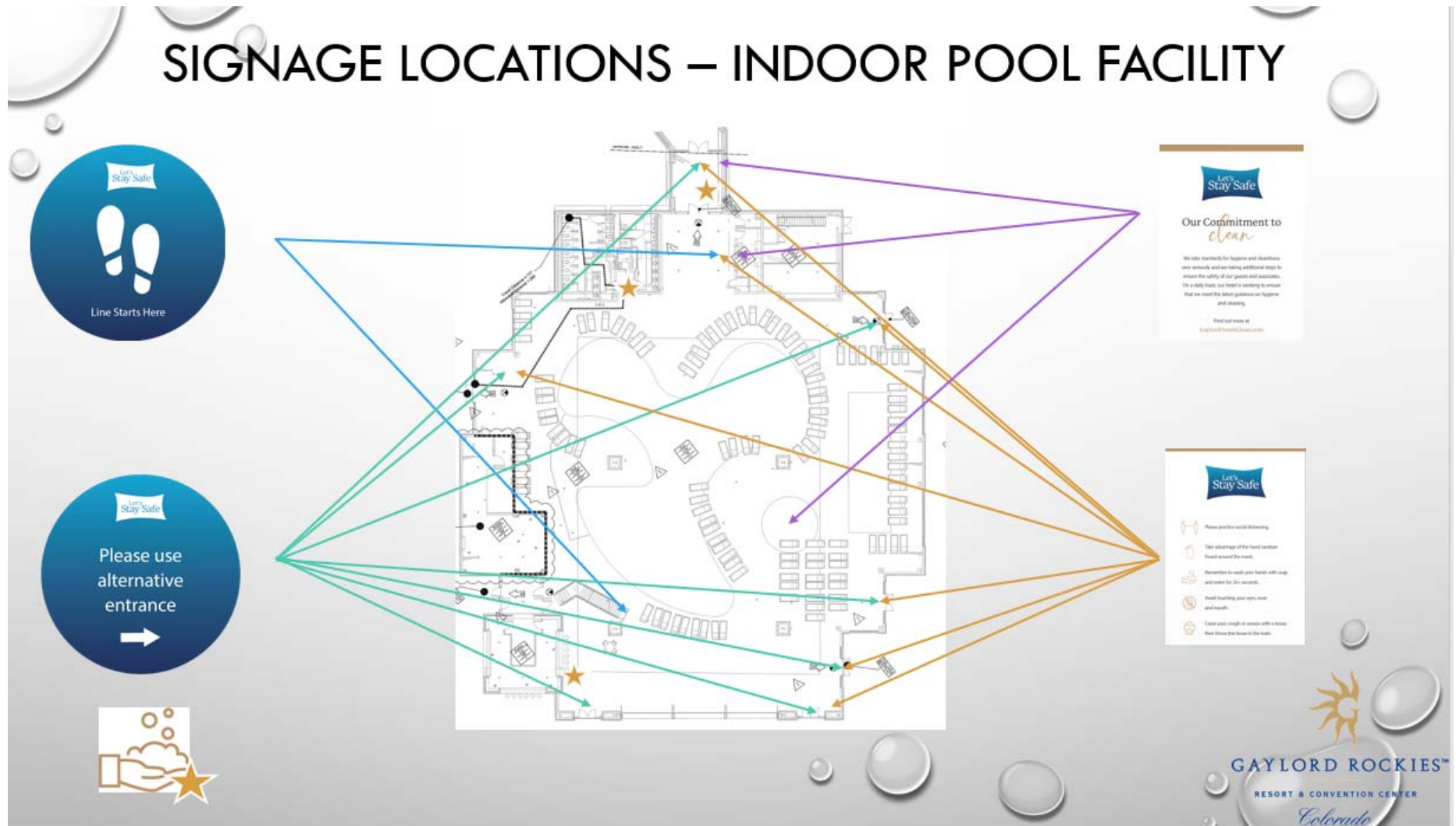
Gaylord Hotels Commitment to Clean

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Variance Request Executive Summary

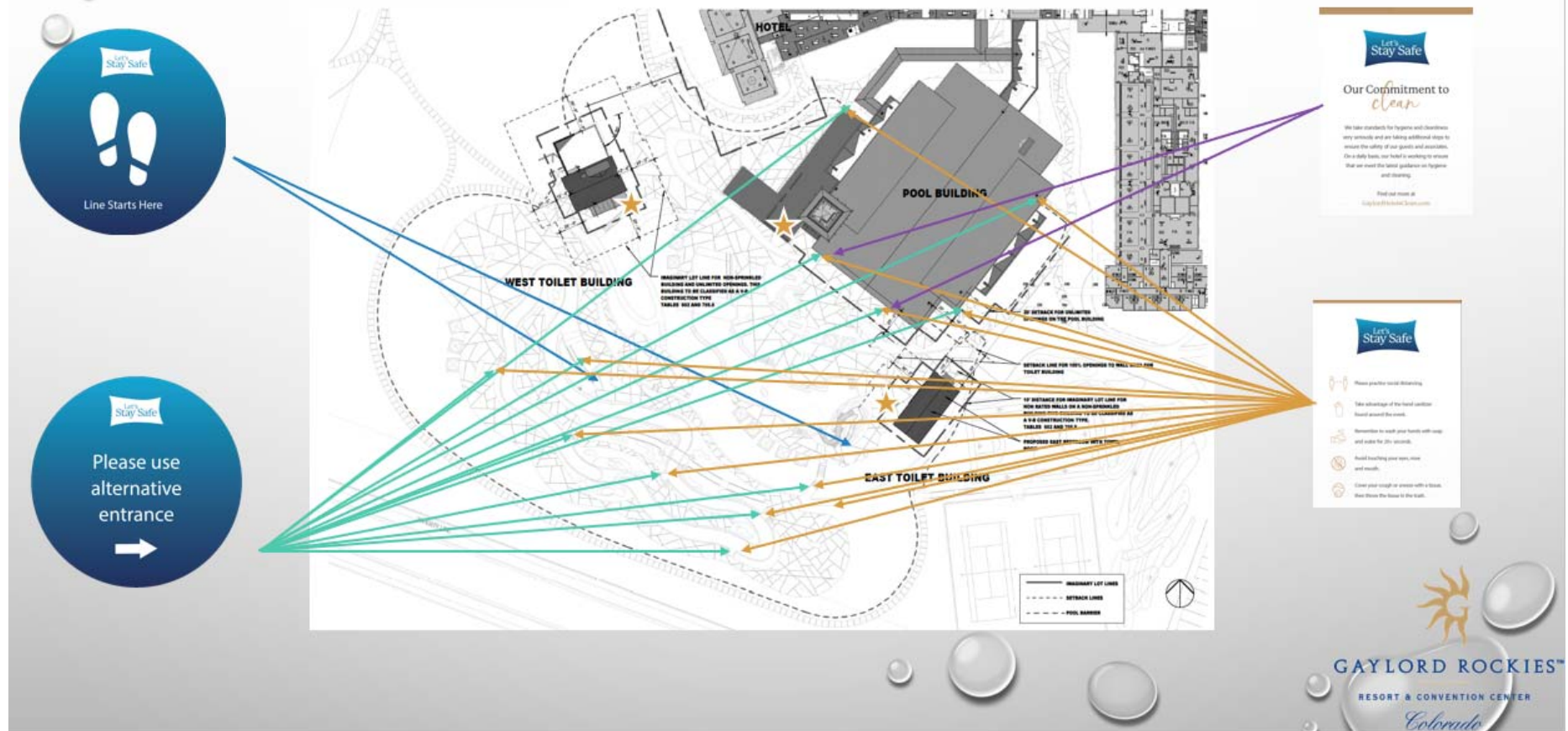
Sample Signage:





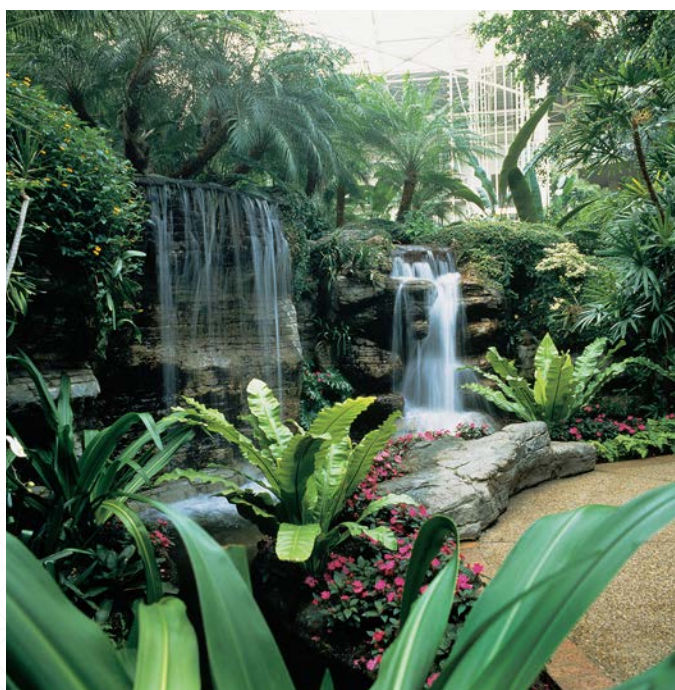
Variance Request Executive Summary

SIGNAGE LOCATIONS – OUTDOOR POOL FACILITY



Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.



The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. As a part of Marriott International's family of brands, we have been working with medical experts to implement a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

Health & Safety Expertise

Marriott International recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement the reputation of cleanliness and hospitality that the company has built throughout their history.

In addition, Vanderbilt University Medical Center (VUMC) has been selected as the official wellness advisor of Gaylord Hotels.

We've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

A Snapshot of Our Plan.



Technology Innovations

Enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization are being used to sanitize surfaces throughout our hotels.



Deeper, More Frequent Cleaning

Extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas, hospital-grade disinfectants, and dedicated staff to sanitize frequently throughout the day.



Emphasis on Hygiene & Cleanliness

Each hotel will be required to have a hygiene plan. Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces. Masks will be available to guests upon request.



Physical Distancing

Signage throughout our hotels to remind guests to maintain social distancing, occupancy limits and seating capacities reductions in compliance with local and state mandates, and partitions installed at front desks and food and beverage service lines. "Upon request only" housekeeping service and no STARS permitted into guest rooms while a guest is present unless for emergency reasons.



Contactless Service

Mobile check-in and key, service requests, and room service orders delivered right to your door via the Marriott Bonvoy™ mobile app.

Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.

Continued on reverse page.

Snapshot Continued



Food Safety Protocols

Modified operational practices for in-room dining, no self-service buffets, all food handlers trained on safe food preparation and service practices, and self- and independent audits in accordance with food safety standards as guidelines.



Tailored Options for Meetings & Events

A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing and attendants dedicated to regular cycles of high-touch point sanitization areas. Support of our meeting planners in the setup and process of attendee temperature checks should they elect to conduct these.



STAR Health & Safety

Enhanced sanitation guidelines and training videos for STARS that include hygiene and sanitizing disinfecting practices, required temperature checks, and masks and gloves available to all STARS. In addition, each property is required to have a Cleanliness Champion to help lead the hotel in how it can ensure guest and STAR safety.



On-Site Medical Expertise

We have certified Emergency Medical Technicians (EMTs) and/or a Registered Nurse (RN) on-site. All STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 and if the property is alerted to a presumptive case at the resort, the property will work with the local health department to follow the appropriate recommended actions.



Local Public Health Requirements

Monitoring and practice of requirements and guidance from local health authorities. Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options.

Safety is a Team Effort

Our meeting planners, travelers, and guests are all critical partners in preventing the spread of COVID-19 and other infectious diseases.

1. Attendees who are sick or showing symptoms should avoid traveling.
2. While onsite, practice everyday preventive actions, including:
 - Cover your coughs and sneezes.
 - Practice proper good hygiene protocols.
 - Avoid touching your eyes, nose, and mouth.
 - Modify historic high contact greetings to 'touchless' options like a nod, wave, or a bow.
 - Follow physical distancing and Personal Protective Equipment (PPE) mandates as required by state/local law, meeting planner and hotel.
3. Meeting planners to partner on communication and reinforcement of health & safety protocols.

Case Protocols

CASE NOTIFICATION. If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.

OCCUPIED GUEST ROOM RECOVERY PROTOCOL.

In the event of a guest with a confirmed or suspected case of COVID-19, the guest room will be removed from service to undergo a detailed cleaning protocol. The guest room will not be returned to service until it has been disinfected in accordance with the guidance issued by local health authorities. Similar recovery protocols would be implemented in public spaces, associate offices and work areas.

Updated June 8, 2020



Example Sister Property Opening Procedures

On June 8, 2020 Gaylord Texan Resort & Convention Center in Grapevine, Texas re-opened their doors. Below are examples of their protocols to ensure the health and safety of their guests and STARS (employees).



The Gaylord Texan is using a 28-page playbook prepared by brand owner Marriott International Inc. to guide its cleaning and safety practices. Workers have to sanitize everything from glass partitions to lounge chairs.



The Gaylord Texan is requiring employees to blast surfaces with electrostatic sprayers carrying hospital-grade disinfectant. Here Shelly Robb applies a spray to the lobby.



Thermal scanners are used to check the temperature of all employees. Anyone with a reading over 100.4 degrees isn't allowed to work. Here bartenders go to work inside the Gaylord Texan's water park.



A masked lifeguard surveys the scene as two guests float inside the Gaylord Texan's water park, Paradise Springs.

Gaylord Hotels Commitment to Clean
Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.

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Business Name: Gaylord Rockies Resort & Convention Center (managed by Marriott International)

Facility Address: 6700 N Gaylord Rockies Blvd, Aurora, CO 80019

Approximate gross square footage of space open to the public: *Per Certificates of Occupancy from City of Aurora, Building Division*

Total: 2,001,322 sq ft

Hotel: 1,164,656 sq ft

Convention Center: 802,128 sq ft

Pool Area: 34,538 sq ft

Number of people allowed in facility: *Per Certificates of Occupancy from City of Aurora, Building Division*

Total: 40,371 ppl

Hotel: 7,696 ppl

Convention Center: 30,489 ppl

Pool Area: 2,186 ppl

Type of business per public health orders: Hotel Operation

Category	Items	Addressed?
1. Signage	1.1 Signage at each entrance of the facility or location notifying customers and employees to STOP if they are sick and ask them not to enter (CDC Signage here)	List of symptoms and notification to stay home if sick signage posted outside STARS (employee) entrance, hotel main entrance and secondary hotel entrance. Social distancing ques, protective measures and temperature check notification signs are also available. See page 1 for sample signage.
	1.2 Signage explaining safety measures being taken by the business	Posted in front of the house and heart of the house in numerous locations. Detailed Commitment to Clean document is also posted on our website and will be included in pre-arrival emails to all guests. www.GaylordHotelsClean.com is Gaylord Rockies' public facing Health and Safety Cleanliness Standards. See page 2 for sample signage.

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	<p>1.3 Signage emphasizing the importance of</p> <ul style="list-style-type: none"> • Wearing a mask • Social distancing • Handwashing (CDC Signage) • Coughing and Sneezing Etiquette (CDC Signage) 	<p>Posted in front of the house and heart of the house in numerous locations.</p> <p>See page 3 for sample signage.</p>
	<p>1.4 Signage on how to contact a store manager or person in charge with questions or concerns related to COVID-19 store practices for protecting employee and customers.</p>	<p>A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed. This role can answer questions about Commitment to Clean procedures and connect a guest with leadership should they have additional questions.</p> <p>www.GaylordHotelsClean.com is Gaylord Rockies' customer facing Health and Safety Cleanliness Standards. Additional information as requested is available at GaylordRockiesClean@GaylordHotels.com as noted on final page of document.</p> <p>See page 4 for sample signage.</p>
	<p>1.5 Additional Signage Plans</p>	<p>See pages 5-11 for floor plans with signage locations, sample signage, hand sanitizer stations, social distancing stickers, alternative exits, flow patterns and more.</p>
2. Measures to Protect Employee Health	<p>2.1 All employees are told not to come to work if sick</p>	<p>Standard operating procedure states STARS (Employees) are not permitted to come to work when they are sick or representing COVID symptoms. Below are examples of STAR retraining on this concept.</p> <p>See page 12 for training and communication examples.</p>
	<p>2.2 Symptom monitoring protocols – including workplace temperature monitoring and symptom screening questions for COVID-19 – are in place and screening is being conducted before employees enter the work space. <i>Businesses with less than 25 employees should ask their employees to do self-checks at home before coming into work. Field-based employees should self-check and report to management daily (See CDPHE Symptom Screening Guidance)</i></p>	<p>All STARS (employees) and vendors are required to have their temperature taken prior to entering their work area. Thermal Scanners are deployed at STARS entry point to allow security officers to conduct non-invasive temperature checks of all STARS. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition of a reportable illness per the CDC) are not allowed to work. Those with a temperature at or above 100.4°F (38°C) will be subject to secondary screening in an isolated area. Those confirmed to have a temperature at or above 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care. STARS are recommended to check their temperature at home.</p>

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		<p>A STAR/vendor may return to work when:</p> <ul style="list-style-type: none"> ◦ They have no fever (temperature of 100.4 degrees or above) for at least 72 hours (three full days of no fever without the use of medicine that reduces fevers) and no other symptoms (e.g. cough, shortness of breath) and; ◦ At least seven (7) days have passed since symptoms first appeared. ◦ A health care provider's note may be required upon return. <p>See page 13 for photo, signage and operating procedure.</p>
	2.3 Appropriate protective gear like disposable gloves and cloth masks are provided to and used by all employees in close contact with other employees and/or the general public (See CDPHE Guidance for Wearing Masks here)	<p>Appropriate PPE – masks and gloves –are provided and are required to be worn by STARS (employees) based on their role and responsibility, as well as in adherence to state and local guidelines. Anytime a STAR has direct contact with guests or their possession (ex. cash, luggage, dishwear, etc.), handles cleaning chemicals or enters a guest room, they will wear gloves in addition to the mask. STARS are also being trained on proper use and disposal of PPEs.</p> <p>See page 14 for training deck and operating procedure.</p>
	2.4 All customers/clients who are able to wear a mask are asked to do so. No close-contact services that require the removal of masks are permitted. Businesses providing any close-contact services must maintain a log of customer interactions to facilitate contact tracing	<p>In accordance with the Colorado State Executive Order D 2020-091 guests will be highly encouraged to wear non-medical cloth face coverings that cover the nose and mouth when in public areas. An inventory of masks will always be available for our guests.</p> <p>Relâche Spa will not offer services that require mask removal (ex. facial, facial waxing, etc) in accordance with Colorado Department of Regulatory Agencies. Couples treatments will not be offered to maintain therapist social distance. Masks will be provided for guests as they are required for all available services.</p>
	2.5 Everyone who can carry out their work duties from home has been directed to do so	<p>Overall active employees have reduced from 1,055 to 252. Active leaders have reduced from 219 to 90. Actual numbers in the building at the same time will vary with business demands.</p> <p>All administrative departments have reduced active team size by 50% or more to reduce office occupancy. Administrative departments stagger work from home as business demand allows to reduce total employees in office areas.</p>

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2.6 Flexible and/or remote scheduling is provided for vulnerable employees that must continue to stay at home, who may have child or elder care obligations, or who live with a person who needs to observe Stay-at-Home due to an underlying condition, age, or other factor.

Below guidelines are in place for isolation or quarantine STARS (employees):

HOURLY ASSOCIATE <i>Remote Work Approval: General Manager</i>	
Quarantined for Observation	<ul style="list-style-type: none"> Utilize PTO/Vacation Based on GM's discretion, some positions may be approved for remote work
Isolated Due to Positive COVID-19 Diagnosis	<ul style="list-style-type: none"> Utilize PTO/Vacation As applicable apply for Family Medical Leave Act (FMLA), if eligible. This provides eligible employees to take job-protected leave with continued group health insurance and benefits Apply for Short Term Disability (if enrolled) after seven days. Covers up to six months. Apply for Leave Sharing (if not receiving Short Term Disability or any other benefit payments)

MANAGER ON-PROPERTY <i>Remote Work Approval: General Manager</i>	
Quarantined for Observation	<ul style="list-style-type: none"> Utilize PTO/Vacation Based on GM's discretion, some positions may be approved for remote work.
Quarantined Due to Positive COVID-19 Diagnosis	<ul style="list-style-type: none"> Utilize PTO/Vacation Apply for Family Medical Leave Act (FMLA), if eligible. This provides eligible employees to take job-protected leave with continued group health insurance and benefits Apply for Short Term Disability (if enrolled) after seven days. Covers up to six months. Apply for Leave Sharing (if not receiving Short Term Disability or any other benefit payments)

FAQ Regarding STAR Inquiries:

Q: Can I work remotely?

A: Please discuss with your manager and if your job allows for it, we can accommodate remote work.

Q: I am at high risk or I live with a person who is (pregnant/compromised immune system or elderly). What do I do?

A: Please contact your Health Care provider and notify them of the potential exposure and any symptoms that you may have and follow their guidance.

2.7 All desks, individual work stations or work areas are separated by at least six feet and/or schedules are staggered to ensure six-foot distancing

All front desk, concierge, spa concierge, bell services pods are single occupancy workstations to allow for 6 ft spacing. Partitions are installed in all guest facing desks/pods (front desk, bell stand, spa, pool concierge, F&B counter service, banquet service, etc).

Credit card machines have all been shifted to guest self-service and will be sanitized in between guests.

Cubicles workspaces are being occupied strategically to ensure 6 ft distance. Office spaces are being used when possible to reduce open office areas.

Arrival times of team members are staggered to limit group interactions at STARS (employee) Entrance, Stand Ups (shift kick offs), Rock STAR Café (employee restaurant), uniform room, etc.

[See page 15 for training deck and operating procedure.](#)

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	<p>2.8 Employees are discouraged from using shared spaces (break rooms, meeting rooms, waiting areas, etc.). If use of shared space is necessary, consider the size of the room to maintain 6 foot distancing and no more than 10 people are permitted</p>	<p>STAR (employee) lounge, commuter rail shuttle and fitness center are closed for social distancing and reducing gathering locations. Engagement areas involving touch points in the heart of house are closed (interactive wellness wall, recognition nomination station, etc)</p> <p>Stand Ups (Shift Kick Offs) are moved to outdoor or larger locations to allow for social distancing and staggered to business demand to reduce attendance. Internal meetings rooms are for only necessary meetings with Microsoft Teams serving as the primary digital location for meetings. Internal meeting rooms are equipped with hand sanitizer and necessary cleaning equipment.</p> <p>Interoffice break areas will have social distance/hygiene signage and be equipped with cleaning kits for sanitizing areas in between regular routine cleanings (every 2 hours).</p> <p>Employee Restaurant (Rock STAR Café) has staggered break times to reduce occupancy and maximum capacity will be monitored by a host at the entrance to not exceed the maximum 50 guests. Separate entrance and exits have been identified and marked. Tables have been removed/rearranged to ensure social distancing. Single use and pre-packaged condiments, and silverware will be used. Seating will be sanitized after each use. Hand sanitizing and hand wash stations are available.</p> <p>See page 16 for training deck and diagram.</p>
	<p>2.9 Disinfectant and related supplies are available to all employees and guidance on daily workspace cleaning has been provided (See CDPHE Cleaning Guidance here)</p>	<p>Each office area in the building has access to a cleaning kit with the proper equipment to clean their workspace as needed. Regular cleaning will occur every 2 hours of high touch and communal areas within all work areas.</p>
	<p>2.10 Running water, hand soap and paper towels and/or hand sanitizer is available to all employees throughout the workday and employees are encouraged to take breaks to wash hands</p>	<p>Hotel is equipped with 83 public guest restrooms and 20 heart of house restrooms. This provides 103 areas for STARS (employees) to wash their hands. Additional hand sinks are located in kitchens and food services areas. Training on proper hand hygiene is provided, including washing or hand sanitizing every 20 minutes. Hand hygiene signage is posted in every restroom. In our daily meetings, our STARS are reminded that cleanliness starts with this simple act.</p> <p>Hotel is equipped with 70 hand sanitizer stands throughout the front of house for guests and STARS. Additional wall mounted hand sanitizers are in high touch areas</p>

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		<p>in heart of house locations in additional to gallon and personal size sanitizers at desks and workstations.</p> <p>See page 17 for training deck and map of sanitizers.</p>
2.11 The facility has proper ventilation (See OSHA Ventilation Guidance here)		<p>Hotel is equipped with MERV 8 filters. Testing and Balancing (TAB) was completed January 2019 with all equipment working per design as confirmed from 3rd party inspection. See https://www.tabbcertified.org/ for additional information on certification that is accredited by the American National Standards Institute (ANSI). Hotel also has a digital maintenance management system, Transcendent, which tracks all preventative maintenance to include all HVAC.</p>
2.12 Policies are implemented to limit group interactions including staggering of shift changes, breaks, lunches, etc.		<p>Arrival times of team members are staggered to limit group interactions at STARS (employee) Entrance, Stand Ups (shift kick offs), Rock STAR Café (employee restaurant), uniform room, etc.</p>
2.13 Shields are installed between customers and employees to reduce contact where possible		<p>Partitions are installed in all guest facing desks/pods (front desk, bell stand, spa, pool concierge, F&B counter service, banquet service, etc).</p> <p>See page 18 for sample photos.</p>
2.14 Sick leave policies are flexible and consistent with public health guidance and employees are aware of and understand these policies. Businesses that do not currently offer sick leave to some or all of their employees should consider drafting non-punitive “emergency sick leave” policies.		<p>Gaylord Rockies follows Colorado Health Emergency Leave with Pay (HELP) rule. The temporary rule passed April 27, 2020 expanded CO HELP sick leave entitlements from 4 days to up to two weeks (maximum of 80 hours) of paid leave for STARS meeting guidelines of the rule. Gaylord Rockies will adhere to all updates as mandated by the State of Colorado.</p> <p>FAQ Regarding STAR Inquiries:</p> <p>Q: Should we waive the hotel’s attendance policy for the next 14 days or balance of the incubation period.</p> <p>A: We will be flexible with our attendance policy given the situation.</p>
2.15 Customers not following social distancing, masking, or hygiene requirements are asked to leave the premises.		<p>Guests who refuse to respect social distancing or hygiene recommendations that impact STARS or other guests will be addressed with our in-house security team and may result in removal from property. State and Local PPE guidelines will be enforced as mandated. Hotel will enforce the current State and Local mandated limits gatherings of individuals as required.</p>
2.16 Copies of the COVID-19 Plan have been distributed to all employees		<p>Mandatory 1.5-hour cleanliness training is occurring prior to STARS (employees) starting their first shift back at the hotel. Each STAR will receive the Commitment to Clean document and training materials at this time. Class will conclude with an</p>

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		assessment to ensure comprehension. Additional training materials and information is available on our internal Sharepoint, Teams and intranet sites.
3. Measures to Keep Employees and Customers/ Clients at Least Six Feet Apart	3.1 All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary	<p>Mandatory 1.5-hour cleanliness training is occurring prior to STARS (employees) starting their first shift back at the hotel. This training includes extensive conversations on social distancing. Each department has a role specific training checklist to address procedures when momentary closeness is required.</p> <p>STARS are not permitted into the guest's room while a guest is present unless for emergency reasons. Masks and gloves are made available to all STARS. "Upon request only" housekeeping service.</p> <p>All guests receiving a massage are required to shower prior to the treatment and for other services they must wash their hands.</p> <p>See page 19 for sample training.</p>
	3.2 Placing signs outside the store, facility or location reminding people to be at least six feet apart, including when in line	<p>We are using signage throughout our hotels to remind guests to maintain social distancing protocols.</p> <p>See page 20 for sample signage.</p>
	3.3 Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks to public entrances with signs directing customers to use the markings to maintain distance	<p>We are using signage throughout our hotels to remind guests to maintain social distancing protocols and have removed or re-arranged furniture to allow more space for distancing. Arrows are provided on ground to control flow direction in restaurants. Entrances to hotel and flow within pool and restaurants spaces are defined by arrows, signage, and/or aisles.</p> <p>See page 20 for sample signage.</p>
	3.4 Barriers have been placed to increase space between the public and employees (e.g. cones to ensure customers remain 6-feet away when making payment at the register)	Partitions are installed in all guest facing desks/pods (front desk, bell stand, spa, pool concierge, F&B counter service, banquet service, etc) to provide an extra level of precaution for our guests.
	3.5 Stagger work stations or customer seating when a customer may be seated to receive a service.	All front desk, concierge, spa concierge, bell services pods are single occupancy workstations to allow for 6 ft spacing. Partitions are installed in all guest facing desks/pods (front desk, bell stand, spa, pool concierge, F&B counter service, banquet service, etc).

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		<p>Every other fitness machine is out of order to allow for social distancing between guests.</p> <p>Pool lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together.</p> <p>Restaurant seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates.</p>
	3.6 Consider providing special hours of operation for vulnerable populations.	Relâche Spa will offer reservations time slots for 1 hour prior to opening for vulnerable populations to allow their access to the spa following the through overnight cleaning.
4. Measures to Prevent Unnecessary Contact	4.1 Contactless solutions are implemented whenever possible (contactless payment, no touch trash cans, propped doors where safe to do so, etc.). If not feasible, regular sanitation procedures are in place	<p>Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app. https://mobile-app.marriott.com/en-us</p> <p>Digital menu options are available via mobile device QR code to limit printed menus. Disposable menus are available if needed.</p> <p>Credit card machines have all been shifted to guest self-service and will be sanitized in between guests.</p> <p>See page 21 for sample photos.</p>
	4.2 Business practices have been adjusted to reduce close contact with customers — for example, by providing drive-through service, click-and-collect online shopping, shop-by-phone, curbside pickup, delivery, and virtual services whenever possible	<p>For the protection of our guests and STARS, we have implemented “upon request only” housekeeping service and no STARS are permitted into guest rooms while a guest is present unless for emergency reasons. Masks and gloves are available to all STARS.</p> <p>Outlets offer take out menus, grab-and-go offerings, or counter service where appropriate.</p> <p>Bell services is on a request only basis. Attendants wear appropriate Personal Protective Equipment (PPE) and the bell carts are sanitized after each use. When delivering luggage to the guest’s room, it is delivered after the guest is in the room in order to ensure social distancing.</p>

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	<p>4.3 The flow of people traffic has been modified where possible (doors for entry or exit only, one way isles, etc.), while still maintaining safety such as emergency exits due to fire or other emergencies</p>	<p>Arrows are provided on ground to control flow direction in restaurants. Entrances to hotel and flow within pool and restaurants spaces are defined by arrows, signage, and/or aisles.</p> <p>See page 22 for sample photos.</p>
	<p>4.4 The use of digital files rather than paper is encouraged (invoices, agendas, forms, etc.)</p>	<p>Our business has operated as digital as possible for sustainability efforts. Microsoft Teams and Sharepoint are utilized to house information digitally for cross hotel communication. We do not operate an inner office mail procedure and invoices, employee schedules, IT requests, etc. are all digital processes.</p> <p>Hotel check in procedure has eliminated paper receipts and shared items (for example, pens).</p> <p>Digital menu options are available via mobile device QR code to limit printed menus. Disposable menus are available if needed.</p>
	<p>4.5 The sharing of tools, equipment, or other resources are limited to the greatest extent possible. If not feasible, businesses must implement thorough and frequent cleaning protocols for all shared items.</p>	<p>STARS (employees) will have dedicated work stations and equipment in all areas wherever possible. (ex. front desk pods, spa treatment rooms, housekeeping carts, cubicle areas, call center spaces, etc)</p> <p>We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, Gaylord Hotels has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, aquatic areas, fitness centers, and meetings & convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We also are placing disinfecting wipes in each guest room for guests' personal use.</p>
	<p>4.6 All communal gathering spaces, such as locker rooms or waiting rooms, are closed. Communal gathering spaces are strictly prohibited.</p>	<p>We are using signage throughout our hotel to remind guests to maintain social distancing protocols and have removed or re-arranged furniture to allow more space for distancing. In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing.</p> <p>Pool locker storage areas are closed.</p>

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		Relâche Spa locker room and waiting room is closed. Lobby furniture has been reduced and social distance signage has been added.
	4.7 All self-serve areas are closed	<p>Vista Montagne breakfast buffet is closed.</p> <p>Banquet buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils. Prepackaged food on coffee breaks and individually packaged beverages (no pitchers or carafes) are served. Partitions for food service lines have been installed and STARS (employees) will be in masks and gloves. Butler serviced items have been suspended.</p>
	4.8 Online conferencing, email, or the phone are used instead of in-person meetings, even when people are in the same building, whenever possible	<p>STARS (employees): Microsoft Teams is used for all meetings in place of traditional in person events. Teams and Skype chat featured are used as communication vehicles in addition to phone/email.</p> <p>Banquet & Meetings: Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines. Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented (<i>when available</i>).</p>
5. Measures to Increase Sanitization	5.1 Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets and/or employee assigned to disinfect carts and baskets regularly	<p>Each guest room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.</p> <p>All shared use recreation, fitness and pool equipment will be sanitized in between use by our staff. Pool reservations allow for a sanitation hour where guests will vacate the area and it can be sanitized in entirety.</p> <p>No shopping baskets are available in Rockies Marketplace or retail outlet.</p> <p>Guests are encouraged to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. Digital Key Packets/resort information is sent to guests’ phones. Paper receipts and shared items (for example, pens), have been eliminated. Key cards are sanitized after each use.</p>

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	5.2 Hand sanitizer is available at entrances and high-traffic locations for use by employees and customers	<p>Hotel is equipped with 70 hand sanitizer stands throughout the front of house for guests and STARS. Additional wall mounted hand sanitizers are in high touch areas in heart of house locations in addition to gallon and personal size sanitizers at desks and workstations.</p> <p>See page 5-11 for map of sanitizers.</p>
	5.3 All payment portals, pens, and styluses are sanitized after each use	<p>The frequency of cleaning and sanitizing by dedicated staff is increased in all public spaces with an emphasis on high-touch surfaces every 2 hours.</p> <p>Digital Key Packets/resort information is sent to guests' phones. Paper receipts and shared items (for example, pens), have been eliminated. Key cards are sanitized after each use.</p> <p>Non-essential amenities in guest rooms, such as non-disposable glass wear, have been removed from the room.</p> <p>Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization. Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use. Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.</p> <p>Restaurant check presenters, pens, and all other reusable guest contact items are sanitized after each use. High-touch points are sanitized throughout the day. Items on tables (condiments, votives, silverware, etc) have all been removed.</p>
	5.4 All high-contact surfaces and shared items (coffee makers, vending machines, printers, light switches, elevator buttons, doors, tables/counters, etc.) are regularly sanitized	<p>The frequency of cleaning and sanitizing by dedicated staff is increased in all public spaces with an emphasis on high-touch surfaces every 2 hours. Electrostatic sprayers are being used to sanitize areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, pools, fitness centers, and back-of-the house.</p>
	5.5 Bathrooms and other high-touch areas are disinfected frequently, on a regular schedule (See CDPHE Cleaning Guidance here)	<p>The frequency of cleaning and sanitizing by dedicated staff is increased in all public spaces with an emphasis on high-touch surfaces every 2 hours.</p> <p>Electrostatic Sprayers are being utilized to apply hospital-grade disinfectant to high-touch surfaces including hotel lobbies, public spaces, guest rooms, meeting and convention areas, and heart-of-house. Using the highest classification of disinfectants recommended by the CDC and WHO to treat known pathogens, this technology is also used to sanitize areas such as public spaces, guest rooms, meeting spaces, restaurants, pool, spa, bars, the fitness center, and back-of-house.</p>

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	<p>5.6 Protocols have been established and supplies have been provided to increase the frequency of cleaning in accordance with OSHA requirements and CDPHE guidance and supplies are made available for customers to participate in sanitizing surfaces and touched objects where possible</p>	<p>We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, Gaylord Hotels has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, aquatic areas, fitness centers, and meetings & convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants.</p> <p>Electrostatic Sprayers are a new addition to our cleaning frequency to ensure hospital-grade sanitization.</p> <p>Interoffice break areas will have social distance/hygiene signage and be equipped with cleaning kits for sanitizing areas in between regular routine cleanings (every 2 hours).</p> <p>Each guest room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.</p> <p>We use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA), and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. We are also following the guidance of the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and the guidance of our state and local health authorities regarding COVID-19.</p> <p>Ecolab is a global leader in infection prevention solutions with 97 years of experience. For more than 40 years, Marriott and Ecolab as worked together to ensure that we are taking appropriate measures to address a broad spectrum of viruses, including coronavirus (COVID-19). All hotels managed by Marriott in the U.S. and Canada are required to use Ecolab products and services. Together with Ecolab, we are reinforcing these measures by providing hotels with:</p> <ul style="list-style-type: none"> • Operations guidance for infection prevention and control; • Cleaning, sanitizing and disinfecting protocols; and
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		<ul style="list-style-type: none"> Continuing education on preventative actions, including proper hand hygiene. <p>In addition, the Ecolab products we have instructed our hotels to use have been identified by the American Chemistry Council Center for Biocide Chemistries (CBC) as EPA-Approved Novel Coronavirus Fighting Products.</p>
6. Measures to Prevent Crowds from Gathering	6.1 Provide services by appointment only (no walk-in or waiting)	Reservations are required for hotel and spa. Pool access is for hotel guests only and will require reservations.
	6.2 Limit the number of customers in the store at any one time to make 6-foot distancing between customers attainable. Ensure there is not crowding of patrons waiting outside the store for their turn to enter.	Retail outlets, Pool building, fitness center, Mountain Pass restaurant and Relâche Spa hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
	6.3 Post an employee at the door to ensure that the maximum number of customers is not exceeded. If necessary designate employee monitors outside the store as well to assist and prevent crowds.	Pool building, fitness center, Mountain Pass restaurant and Relâche Spa hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
	6.4 Placing per-person limits on goods that are selling out quickly to reduce crowds and lines	N/A
7. Other	7.1 Clear planning, preparedness and organization in the workplace is demonstrated. This includes assigning a COVID coordinator to facilitate planning and communication, developing a plan for resources like cleaning supplies and regular (daily or weekly) communication, planning for employees to be out for quarantine or caring for others, and considering how new precautions will impact workflow, etc.	<p>A key component of our plan is the identification of a Cleanliness Champion, Ashley Akright aakright@gaylordhotels.com or gaylordrockiesclean@gaylordhotels.com (Director of Operational Excellence and Innovation) which has 3 primary responsibilities: responsibilities: on-site cleanliness expertise, cleaning protocols and best practice training, and hotel pull-through of cleanliness standards.</p> <ul style="list-style-type: none"> On-site Cleanliness Expertise: The Cleanliness Champion will be certified as an expert in the most advanced cleanliness and hygiene techniques and technology. They are able to answer Associate and Guest questions. Training Lead: The Cleanliness Champion trains associates on the latest protocols and best practices to ensure a safe environment. Accountability Owner: The Cleanliness Champion is responsible for the hotel's cleanliness program pull-through leveraging standards and tools (e.g., departmental checklists). Dedicated Hygiene Specialists: These roles are identified in each department to hyper-focused on the health and safety of our guests and support continued training in departments.

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		<p>In conjunction with this team, Gaylord Rockies has medical personnel -- Emergency Medical Technician (EMT) on-site.</p> <p>www.GaylordHotelsClean.com is Gaylord Hotels customer facing Health and Safety Cleanliness Standards</p> <p>https://clean.marriott.com/ is Marriott International's customer facing Commitment to Clean information</p>
	7.2 A sign-in method is provided to enable contact tracing if needed	<p>All STARS (employees) are scheduled on their shifts in advance and vendors provide ID to our Security team upon check in to the property.</p> <p>Guests of the hotel and spa have information collected by reservations prior to arrival and confirmed at check in.</p>
	7.3 All business is operated through appointment only to the greatest extent possible	Reservations are required for hotel and spa. Pool access is for hotel guests only and will require reservations.
	7.4 Flexible refund policies that permit participant flexibility to stay home when they are sick have been considered and implemented where possible	<p>Guest cancellation policy has been updated by Marriott International give flexibility during these challenging times. Marriott Cancellation Guidelines</p> <p>Relâche Spa cancellation policy will be flexible to encourage guests to reschedule in the event they show symptoms or have possible exposure.</p>
	7.5 Workplace policies are communicated clearly, frequently and via multiple methods. Businesses must identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to employees and customers. Information shared should be easily understood by employees and customers	Translators are available for guests and STARS (employees) as needed. Training materials are available in Spanish and online training resources are available in multiple languages.
	7.6 Business partners have been consulted and best practices have been shared with other businesses in your community (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.	<p>Colorado Hotel and Lodging Association task force on hotel industry recovery included Gaylord Rockies General Manager, Rick Medwedeff. This group shared best practices and resources as each of its 500+ members operated or is reopening through the pandemic.</p> <p>Visit Aurora, led by Bruce Dalton, President and CEO has partnered with Gaylord Rockies General Manager, Rick Medwedeff in their Safe Travel campaign and Recovery Plan to ensure our city and hotel are aligned in welcoming our local guests and convention guests as business resumes. This member-based</p>

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organization ensured the city's entire hospitality industry is aligned and sharing of best practices.

Marriott Global Cleanliness Council consists of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations. This council is working on developing a new generation of global hospitality cleanliness standards, norms and behaviors for our more than 7,300 properties around the globe. The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and will benefit from knowledge and input from both in-house and outside experts including senior leaders from across Marriott disciplines like housekeeping, engineering, food safety, occupational health and associate wellbeing. The Council also includes advisory members Dr. Ruth L. Petran, Senior Corporate Scientist, Food Safety & Public Health for Ecolab, a global leader in water, hygiene and infection prevention solutions and services; Dr. Michael A. Sauri, Infectious Disease Specialist at Adventist Healthcare; Dr. Richard Ghiselli, Head of the School of Hospitality & Tourism Management at Purdue University; and Dr. Randy Worobo, Professor of Food Microbiology in the Department of Food Science at Cornell University.

Ecolab is a global leader in infection prevention solutions with 97 years of experience. For more than 40 years, Marriott and Ecolab as worked together to ensure that we are taking appropriate measures to address a broad spectrum of viruses, including coronavirus (COVID-19). All hotels managed by Marriott in the U.S. and Canada are required to use Ecolab products and services. Together with Ecolab, we are reinforcing these measures by providing hotels with:

- Operations guidance for infection prevention and control;
- Cleaning, sanitizing and disinfecting protocols; and
- Continuing education on preventative actions, including proper hand hygiene.







In addition, the Ecolab products we have instructed our hotels to use have been identified by the American Chemistry Council Center for Biocide Chemistries (CBC) as EPA-Approved Novel Coronavirus Fighting Products.

Vanderbilt University Medical Center (VUMC) serves as the official wellness advisor for Gaylord Hotels. A leader in medical research and one of the top-ranked academic medical centers in the United States, VUMC provides counsel for on-site operating procedures, advises on development of training and educational materials for associates (STARS), and provides expert guidance for standards and protocols relating to the unique, multi-faceted aspects of Gaylord Hotels' convention and resort business. VUMC was selected both for its nationally recognized expertise in infectious disease control and because of its local ties to

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		<p>Nashville, which is home to Gaylord Opryland, the original Gaylord Hotels property. Both VUMC and Gaylord Opryland are beacons in the Nashville community, and both are dedicated to providing their clientele with distinctive services of the highest caliber.</p> <p>See press release here: https://www.globenewswire.com/news-release/2020/05/21/2037103/0/en/Ryman-Hospitality-Properties-Inc-Selects-Vanderbilt-University-Medical-Center-as-Official-Wellness-Advisor-for-its-Phased-Reopening-Strategy.html</p>
8. Additional Precautions Taken	8.1 New & Ongoing Training	<p>In addition to training on housekeeping and hygiene protocols, STARS (employees) also complete enhanced COVID-19 awareness training, with more comprehensive training for STARS with frequent guest contact including housekeeping, food & beverage, public area attendants, hotel operations, and loss prevention. Daily refreshers and training topics will be included in pre-shift reviews, digital back of house signage and distributed via email to all STARS.</p> <p>Marriott International provides a comprehensive training playbook to ensure all leaders and STARS are equipped with the knowledge they need to stay safe and support guest safety. This playbook is updated in real time as health care professionals and CDC update best practices and standards around COVID-19.</p> <p>Every new STAR will be required to complete Marriott “Clean Matters” digital learning program as a part of their onboarding. All current housekeeping STARS have already completed this course.</p> <p>All food and beverage STARS are fully trained and compliant in food safety training and protocols.</p>
	8.2 In-House Security Team	<p>Gaylord Rockies hosts an in-house 24/7 Safety Services team that is committed to providing a safe and secure environment for clients and guests. All agents are trained first responders and certified for both CPR and AED. A Safety Services leadership is available 24-hours a day. The team is equipped with vehicles to patrol perimeter of hotel for safety. This team manages the STAR (employee) entrance to include symptom and temperature checks. More than 300 cameras are installed throughout the building to actively monitor guest gatherings, social distancing and trace contracting. In conjunction with this team, Gaylord Rockies has on-site medical personnel -- Emergency Medical Technician (EMT).</p> <p>Aurora Fire Station # 16 is 0.7 miles door to door to our hotel and the working relationship provides us with an added level of security as our neighbor.</p>

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		See page 24 for photos.
	8.3 Hours of Operation	All restaurant, pool, spa and retail hours have been modified to allow for extensive overnight cleaning.
	8.4 Above Property Resources	Gaylord Hotels corporate and regional teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities. Marriott International provides extensive resources on local intranet as well as accessibility to subject matter experts.
	8.5 All partners located in our facility has established cleaning protocols for the service of our guests.	See PDF "Attachments" tab or click here. <div>  PSAV Cleanliness Guidelines.pdf  PSAV - Hybrid Meeting Solutions.p  Freeman Commitment and Hy  FedEx Office Cleaning Protocols.p  Travel Traders COVID-19 Training P </div>
	8.6 Case Notification Process & Guest Room Recovery Protocol	<p>Gaylord Rockies has certified Emergency Medical Technicians (EMTs) on-site. If the hotel is alerted to a suspected case of COVID-19, the guest is directed toward appropriate medical care through our staff, who follow the direction of local health authorities. We then conduct additional cleaning and sanitizing protocols of all areas that the guest may have been in during their visit.</p> <p>In the event there is a guest with a confirmed case of COVID-19, that guest room is removed from service and undergoes a specific cleaning protocol by a licensed third-party expert. The guest room is not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar protocols are used to address offices and other back of house areas.</p> <p>See PDF "Attachments" tab or click here.</p> <div>  Confirmed Case Response Plan.pdf </div>
	8.7 Tailored Options for Meetings & Events	A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees safe. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local fire department, as well as state and local health authority guidelines for proper physical distancing. This includes density reduction

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in all meeting rooms and exhibit hall spaces. Convention public space attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers are being utilized in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

Banquet Event Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- All shared equipment and meeting amenities are sanitized before and after each use or are single use if not able to be sanitized.
- All linen, including underlays, are replaced after each use.
- Buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils.
- Prepackaged food on coffee breaks and individually packaged beverages (no pitchers or carafes) are served.
- Partitions for food service lines have been installed.
- Disposable cups and glasses are used for all breaks.
- Flatware is provided as a roll-up.
- Butler passed food and beverage is suspended.
- Preset food and drinks is restricted.

Meeting Space Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented (*when available*).
- Use of electrostatic disinfecting sprayers are used to sanitize areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- Convention public space attendants are dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room

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		<p>doors, light switches and other equipment are sanitized after each group's use.</p> <ul style="list-style-type: none"> • Electrostatic disinfecting sprayers are used for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions. • Meeting sets on tables have been removed. • Water carafes and water pitchers are not placed on meeting tables or water stations. • Signage is posted outside of meeting and event rooms to remind guests of appropriate physical distancing guidelines. • Hand sanitizer stations are placed throughout the meeting spaces, convention center, break-out spaces and corridors. • FAQs are made available on-line to give attendees information about health & safety protocols. • Groups can choose to test attendees for COVID-19 and manage the process holistically.
	8.8 Loading Dock Protocols	<ol style="list-style-type: none"> 1. Receiving Dock <ol style="list-style-type: none"> a. In order to maintain Social Distancing, only Vendor Deliveries, Receiving Clerks and one Five Star Laundry attendant will be allowed on the Dock during regular business hours. b. Dock entrance will be cleaned to the Specifications and Guidelines of Marriott Int and Gaylord Hotels for COVID-19 and Food Service Sanitation. <ol style="list-style-type: none"> i. High Touch Areas should be cleaned every hour to COVID-19 Specifications. <ol style="list-style-type: none"> 1. Door Handles, Carts, Pallet Jacks, Dollies, MS Shift Scanners, etc. c. Deliveries will be kept at a minimum distance of 6-feet apart to maintain social distancing. d. Masks and Gloves will be required for all delivery personnel. Masks and gloves will be provided on each driver's First Delivery, under this policy. Drivers without masks or gloves after their first delivery or who refuse to adhere to this policy will be denied access. e. Vendor Sales Reps must enter the building through STAR Entrance and follow "Commitment to Clean" protocols. <ol style="list-style-type: none"> i. Visits should be by Appointment Only

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		<p>f. Internal STAR Parcels will be staged and quarantined for 3-business days on the Loading Dock. All External Guest Packages will continue to be handled by Fed-Ex and Travel Traders.</p> <p>2. Food Storage Areas</p> <p>a. All incoming deliveries will be received by a Material Control Receiving Clerk</p> <p>b. No STAR will have direct contact with any food that is not pre-packaged.</p> <p>i. There will be a separation of duties between Clerks receiving food and non-food items to avoid cross-contamination.</p> <p>c. All Clerks will adhere to the Marriott and Gaylord Hotels VOCID-19 and Foodservice sanitation practices, including the use of Disposable Face Masks and Gloves.</p> <p>d. Received Food items will be dropped in specifically marked areas on the loading dock and Food Safety receiving policies (LSOP – Food Safety) will be followed.</p>
	8.9 Front Desk/Arrival/Bell Services/Departure Protocol	<ul style="list-style-type: none"> • A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed. • Partitions have been installed at all front desks, concierge, and bell stands. • Every other front desk station is available in order to maintain distancing. • Stanchions and floor decals provide six-foot social distancing intervals and delineators to properly space guests for line management. • Guests are encouraged to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. Digital Key Packets/resort information is sent to guests' phones. • Public space attendants are dedicated to regular cycles of guest touch point sanitization. • Electrostatic disinfecting sprayers are used to sanitize areas in the public areas. • Paper receipts and shared items (for example, pens), have been eliminated. • Key cards are sanitized after each use. • Signage is posted to explain elevator capacity to adhere to social distancing procedures.

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		<ul style="list-style-type: none"> • Bell services is on a request only basis. Attendants wear appropriate Personal Protective Equipment (PPE) and the bell carts are sanitized after each use. When delivering luggage to the guest's room, it is delivered after the guest is in the room in order to ensure social distancing.
	8.10 Relâche Spa Protocol	<ul style="list-style-type: none"> • Lounge, Waiting Room, Steam Room are all closed in accordance with State Guidance. • Guests are required to complete a medical check list and temperature screening prior to any service. • All guests receiving a massage are required to shower prior to the treatment and for esthetician services they must wash their hands. • Therapists wear aprons that are changed after each client and they wear appropriate PPE based on the service being performed. • All treatments rooms are sanitized after each treatment.
	8.11 Pool Areas Protocol	<ul style="list-style-type: none"> • Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization. • Reservation system to control seating, access and assist in contact tracing. • Lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together. • Cloth chair cushions have been removed. • Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use. • Signage is being used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols. • Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant. • Partitions have been installed at towel desk/kiosks.
	8.12 Fitness Center Protocol	<ul style="list-style-type: none"> • Fitness center attendants are dedicated to assisting with the sanitization of equipment after guest use. • Every other fitness machine is out of order to allow for social distancing between guests. • There is signage on all equipment and throughout the facility to remind guests of the requirement to wipe down equipment after use. • Electrostatic disinfecting sprayers are used to sanitize all areas in the fitness center.

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	8.13 Transportation Protocol	<ul style="list-style-type: none"> • Drivers and parking booth attendants wear appropriate PPE. • Seating arrangements and capacity adjustments have been implemented to limit capacity and allow for space between riders. For example, buses are loaded from back to front and each guest sits on the window seat on the left and right side skipping every other row. For town cars and SUVs, no more than four guests are permitted per SUV and no more than two guests are permitted per sedan (unless from same household). Guests are not permitted in the front passenger seat. • There is frequent sanitation of high-touch points before use and between each ride. • Hand sanitizer stations are available at key transportation entrances. • Partitions have been installed at all valet stands. • For self-parking, ticket dispensers and exit credit card payment machines are sanitized several times throughout the day.
	8.14 Restaurant/Bar Protocol	<ul style="list-style-type: none"> • Seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates. • Hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated. • Partitions have been installed at all host stands. • Electrostatic sprayers are used to sanitize all restaurants and bars every night. • High-touch points are sanitized throughout the day. • Bars, tables and chairs are sanitized between each seating. • Restaurant attendants are dedicated to regular cycles of guest touch point sanitization. • Digital menu options are available via mobile device to limit printed menus. • Outlets offer take out menus, grab-and-go offerings, or counter service where appropriate. • Check presenters, votives, pens, and all other reusable guest contact items are sanitized after each use. • Hand sanitizer stations are placed at the entrance to each outlet. • All food and beverage STARS are fully trained and compliant in food safety training and protocols.

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	8.15 Guest Room Protocol	<ul style="list-style-type: none">• Each room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.• Electrostatic sprayers are used to sanitize each room.• All surfaces are thoroughly cleaned with hospital-grade disinfectants.• Non-essential amenities, such as non-disposable glass wear, have been removed from the room.• “Upon request only” housekeeping service.• STARS are not permitted into the guest’s room while a guest is present unless for emergency reasons. Masks and gloves are made available to all STARS.
	8.16 Anticipated Reduction in Occupancy to Allow Social Distancing	See page 25 for graph.



Signage

[1.1 Notification to Not Enter if Sick]

List of symptoms and notification to stay home if sick signage posted outside STARS (employee) entrance and hotel main entrances. Social distancing ques, protective measures and temperature check notification signs are also available.

Example Signage:





Signage

[1.2 Safety Measures]

Posted in front of the house and heart of the house in numerous locations. Detailed Commitment to Clean document is also posted on our website and will be included in pre-arrival emails to all guests.

www.GaylordHotelsClean.com is Gaylord Rockies' public facing Health and Safety Cleanliness Standards.

Example Signage:

Travel with Confidence

Our Commitment to clean

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and STARS.

On a daily basis, our hotel is working to ensure that we meet the latest guidance on hygiene and cleaning.

Find out more at
GaylordHotelsClean.com

GaylordRockies.Com Main Website:

COMMITMENT TO CLEAN

We are raising our demanding standards to an even higher level with new protocols for the current circumstances. As a part of Marriott International's family, we have put in place a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

[LEARN MORE](#)

The website also features images of the hotel's interior, including a large lobby and a swimming pool.

Commitment to Clean (24 page document at www.GaylordHotelsClean.com):

Our Commitment to You
Health and Safety Cleanliness Standards

Updated June 10, 2020

At Gaylord Hotels, the health and safety of our guests remain of paramount importance to us.

The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. We have elevated our cleanliness standards and changing hospitality rooms. As a part of Marriott International's family of brands, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

- 1 -

2 Page Condensed Commitment to Clean:

Commitment to Clean

We've developed 200+ cleaning protocols throughout each step of your guest journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

A Snapshot of Our Plan.

- Technology Innovations:** Leveraging 200+ cleaning protocols, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.
- Disinfectant:** We use a disinfectant that is EPA-approved for use against COVID-19.
- Emphasis on Hygiene & Cleanliness:** We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.
- Physical Distancing:** We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.
- Contactless Service:** We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

Food Safety Protocols

Our food and beverage teams are committed to providing a safe and healthy dining experience for all guests. We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

STAR Health & Safety

We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

Case Protocols

We have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

Gaylord Hotels Commitment to Clean


Our commitment to keeping our guests, customers and hotel associates (STARS) safe remains our utmost priority.




Signage

[1.3 Hygiene Importance]


Posted in front of the house and heart of the house in numerous locations.




Travel with Confidence




All STARS should wear appropriate PPE, including a mask.




Practice social distancing and keep at least 6 feet away from other people.



Wash your hands often with soap and water for at least 20 seconds.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.




Avoid touching your eyes, nose and mouth.


Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.


6 ft




Stay at least 6 feet (about 2 arms' length) from other people.




Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.




When in public, wear a cloth face covering over your nose and mouth.




Do not touch your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.

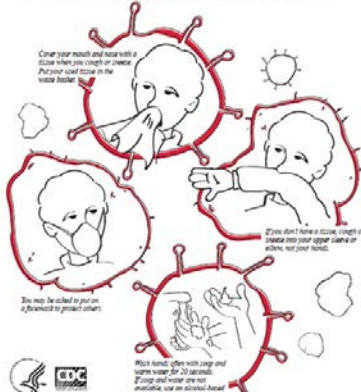


cdc.gov/coronavirus

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Cover your Cough

— Stop the spread of germs that can make you and others sick! —




Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.

If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

You may be asked to wear a face mask to protect others.

Wash hands often with soap and warm water for 20 seconds. If soap and water are not available, use an alcohol-based hand rub.



©2020



Signage

[1.4 Further Contact for Questions]

A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed. This role can answer questions about Commitment to Clean procedures and connect a guest with leadership should they have additional questions.

www.GaylordHotelsClean.com is Gaylord Rockies' customer facing Health and Safety Cleanliness Standards. Additional information as requested is available at GaylordRockiesClean@GaylordHotels.com as noted on final

Information on Page 24 of Commitment to Clean Document:

For Further Information

Your health and safety are our Number One priority!

Your health and safety are our **Number One** priority and if you have any questions that have not been answered here, please direct your inquiry to:

Gaylord Rockies

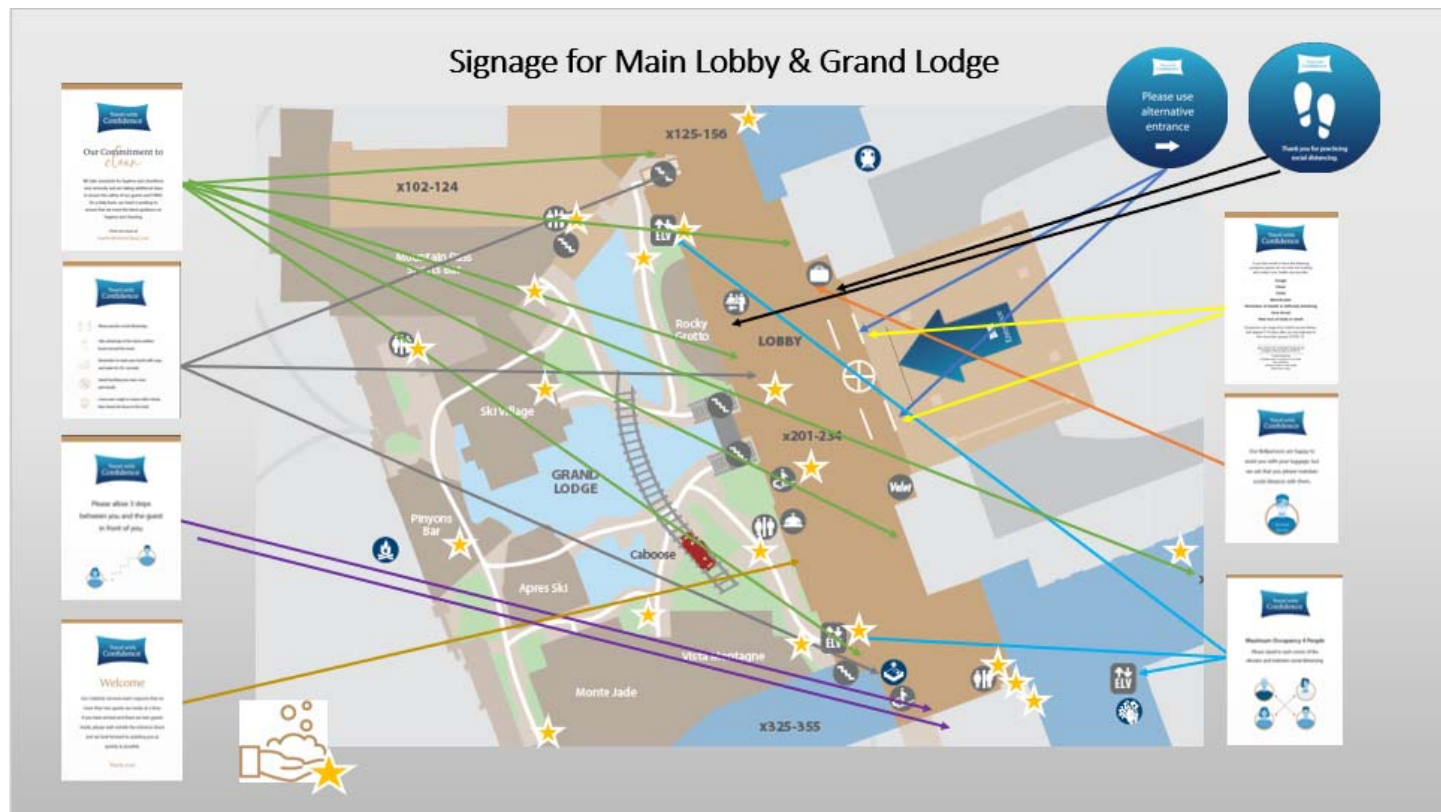
GaylordRockiesClean@GaylordHotels.com



Signage

[1.5 Additional Signage Plans]

Below depict signage locations, sample signage, hand sanitizer stations, social distancing stickers, alternative exits, flow patterns and more.



Continued on following pages

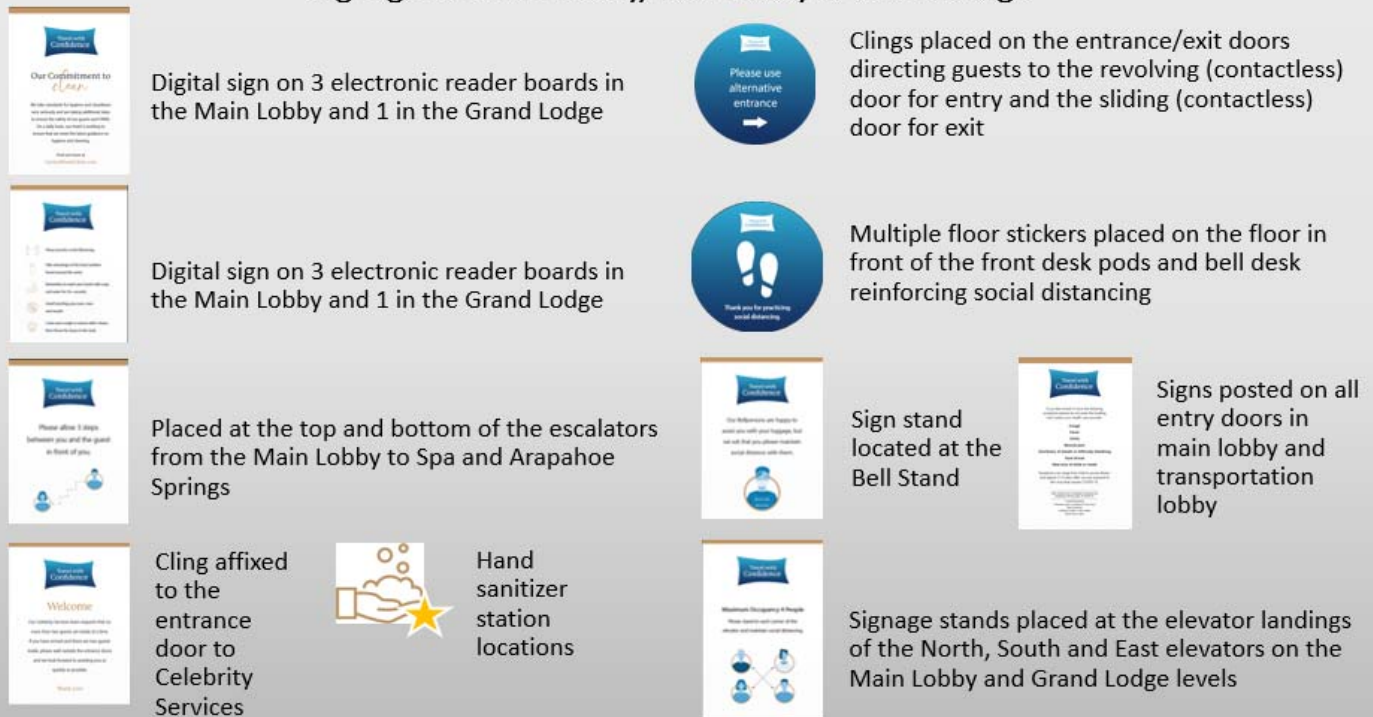


Signage

Signage for Tour Lobby Entrance



Signage for Main Lobby, Tour Lobby & Grand Lodge



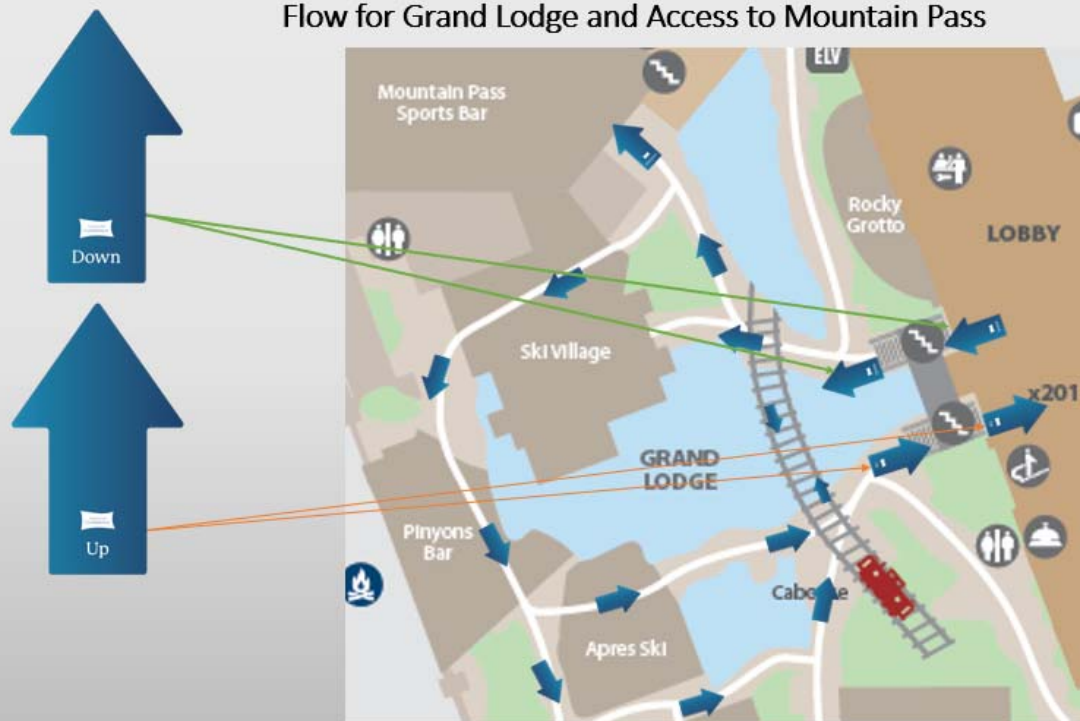
Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customers and hotel associates (STARS) safe remains our utmost priority.

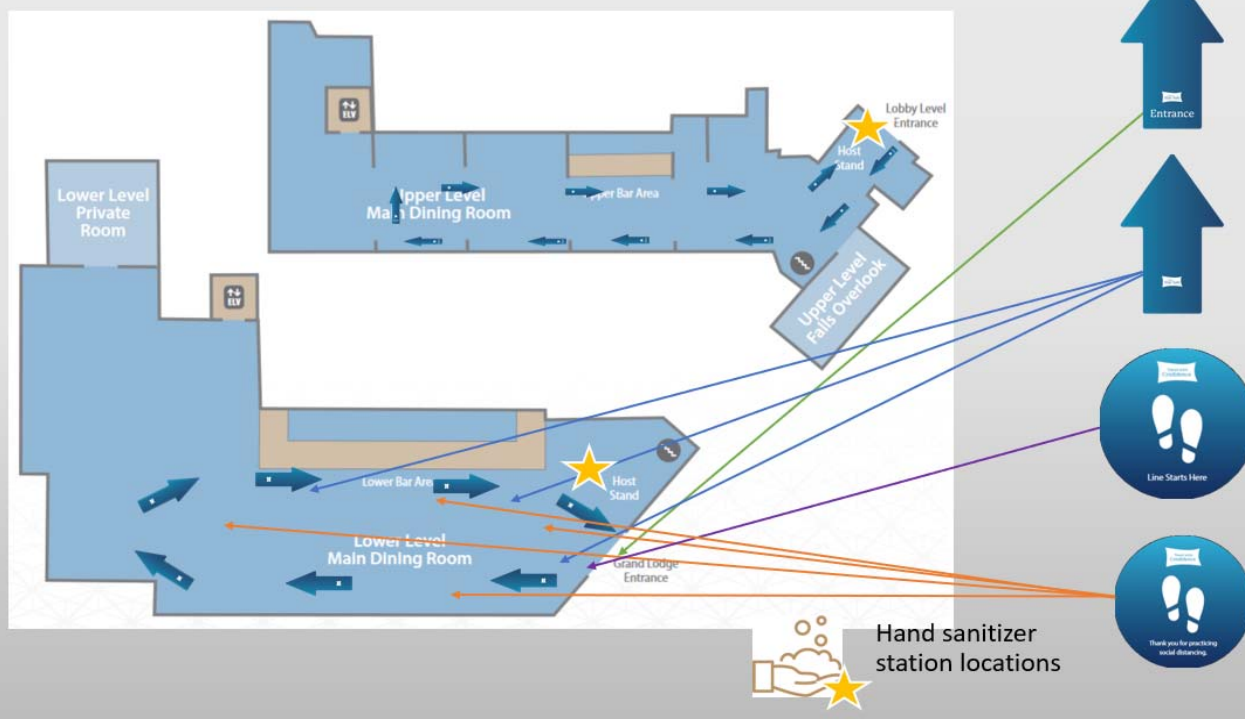


Signage

Flow for Grand Lodge and Access to Mountain Pass



Signage, Hand Hygiene and Flow for Mountain Pass



Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customers and hotel associates (STARS) safe remains our utmost priority.



Signage

Signage for Mountain Pass



Arrow cling on the floor at entrance



Arrow clings will provide guests a path to follow as they move through the restaurant

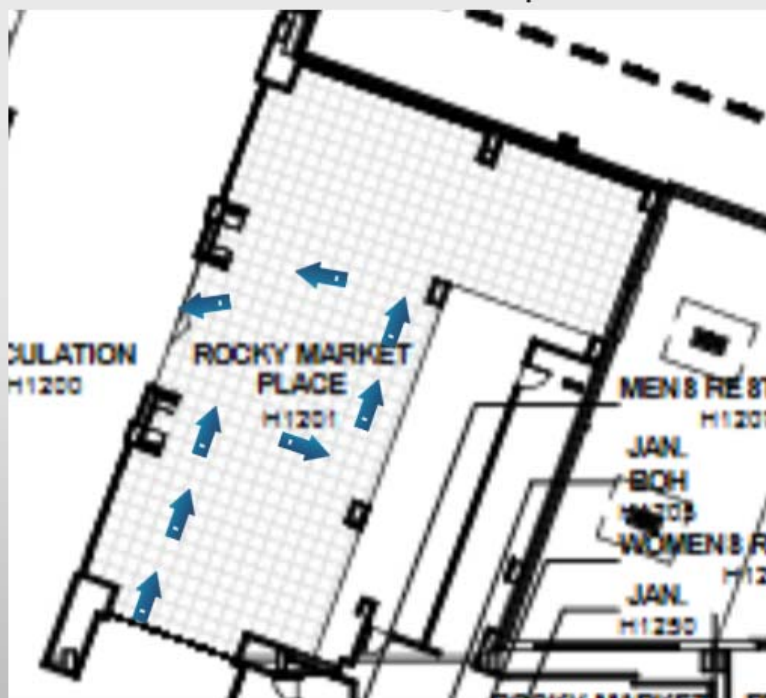


Floor sticker to identify the start of the take out line in the restaurant



Multiple floor stickers will be placed on the floor throughout the restaurant reinforcing social distancing

Flow for Rockies Marketplace

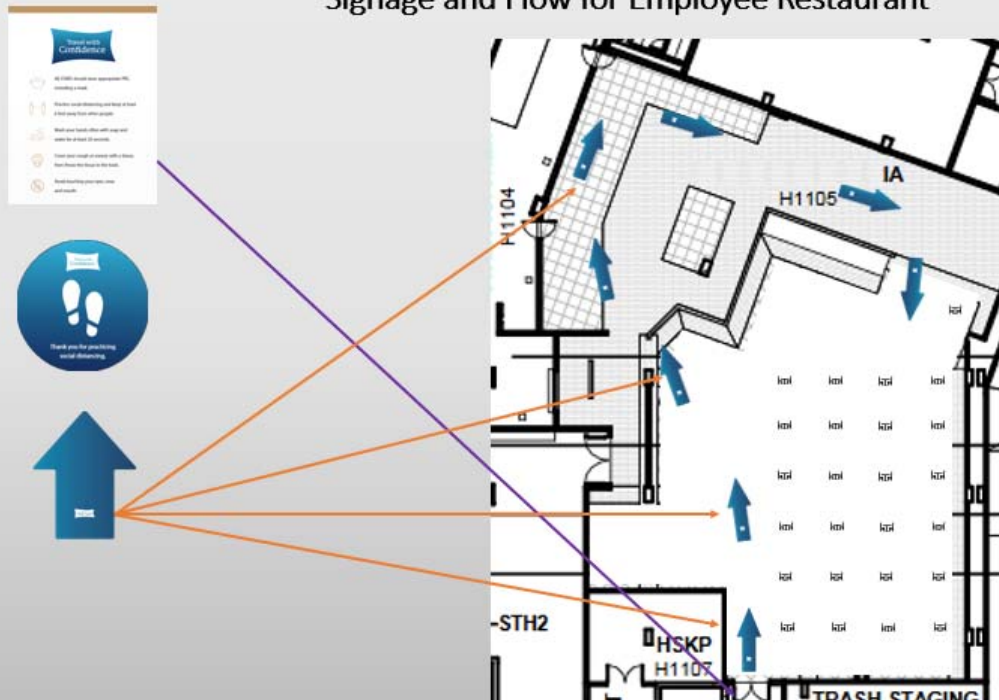


Gaylord Hotels Commitment to Clean

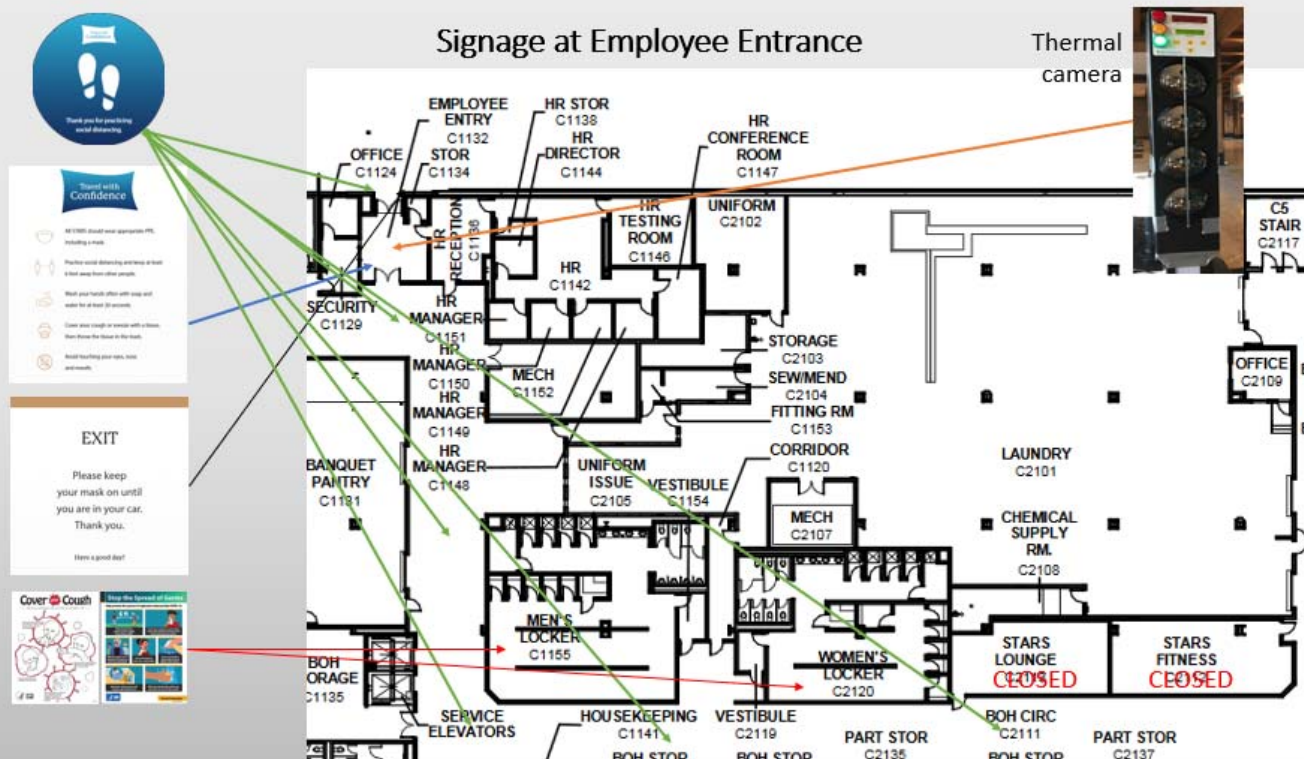
Our commitment to keeping our guests, customers and hotel associates (STARS) safe remains our utmost priority.

Signage

Signage and Flow for Employee Restaurant



Signage at Employee Entrance



Gaylord Hotels Commitment to Clean

Our commitment to keeping our guests, customers and hotel associates (STARS) safe remains our utmost priority.



Signage

Convention Center Signage



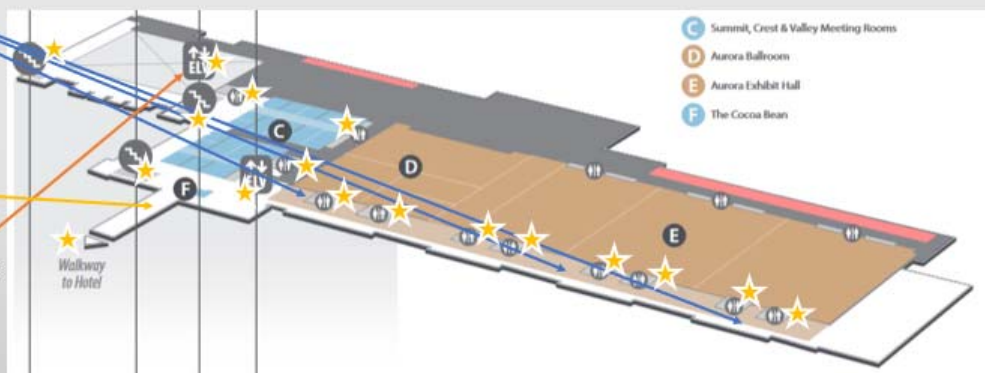
Digital on electronic reader boards throughout the convention center



Large meter board at entrance to convention center space



Clings placed on elevator doors

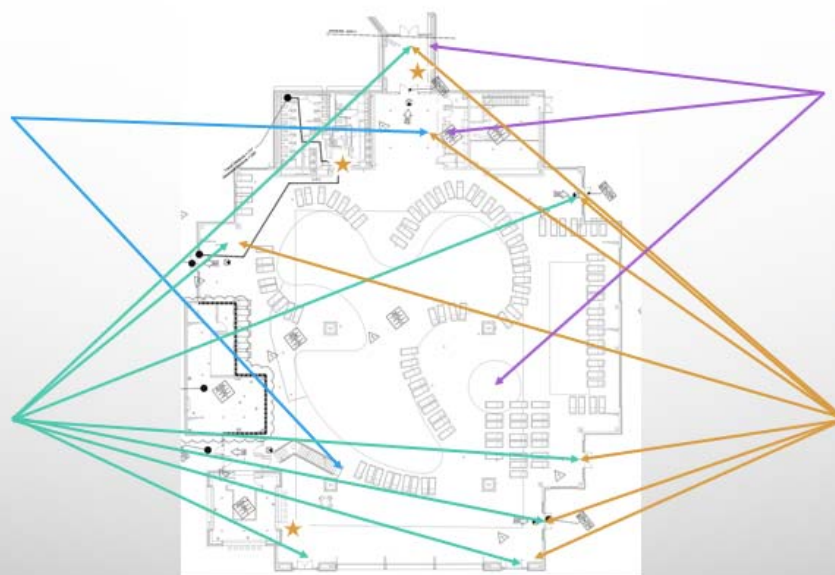


Displayed digitally on all meeting room identification sign



Hand sanitizer locations

SIGNAGE LOCATIONS – INDOOR POOL FACILITY



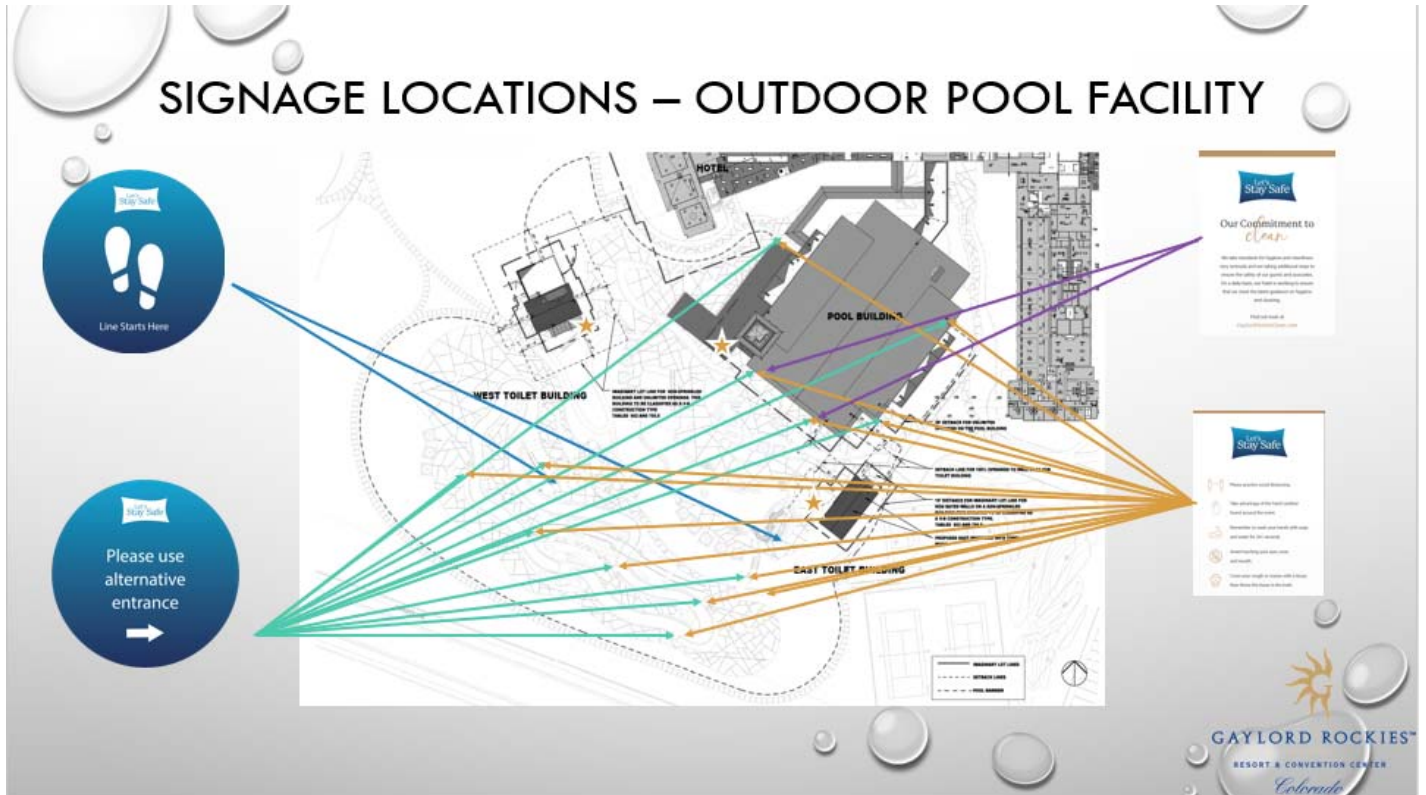
Gaylord Hotels Commitment to Clean

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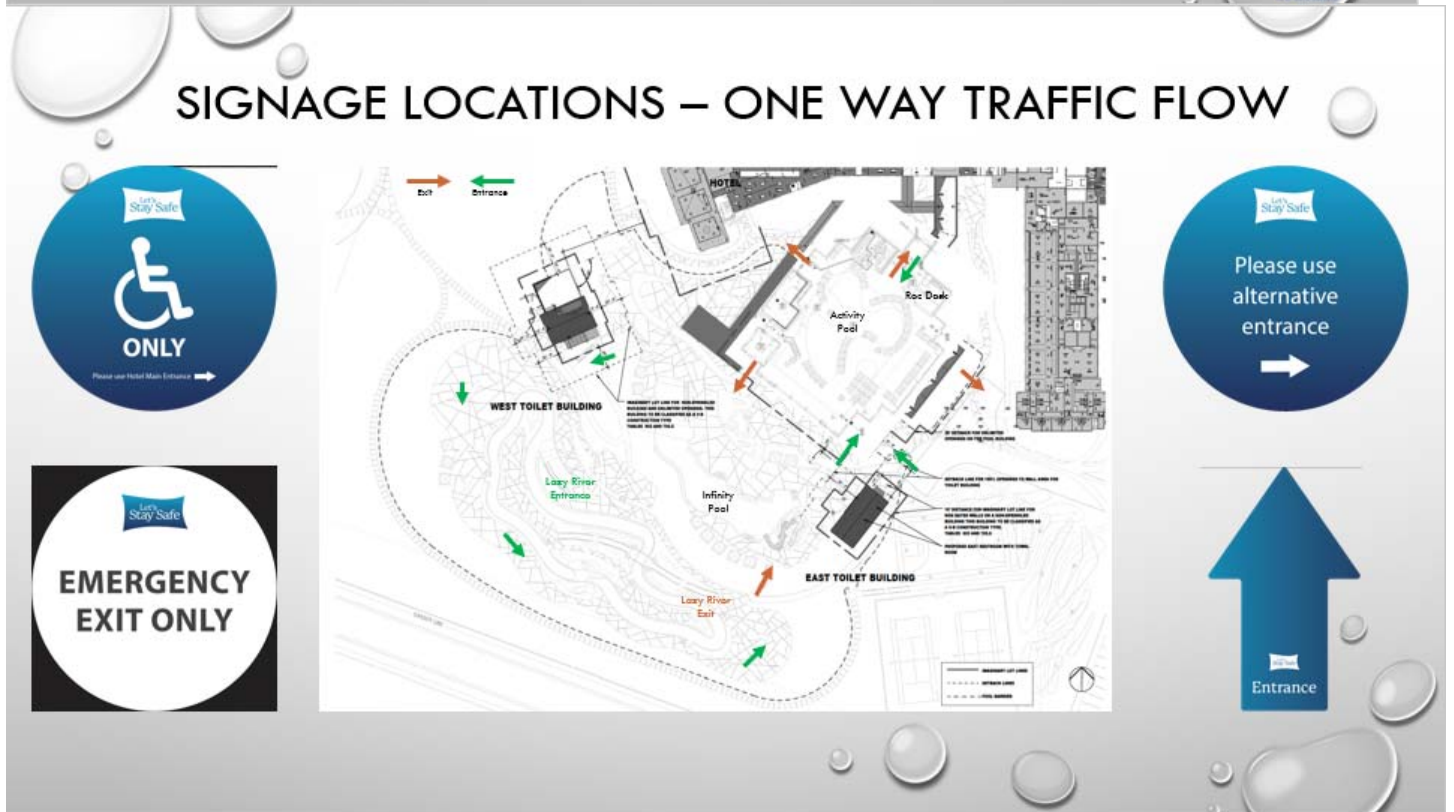


Signage

SIGNAGE LOCATIONS – OUTDOOR POOL FACILITY



SIGNAGE LOCATIONS – ONE WAY TRAFFIC FLOW





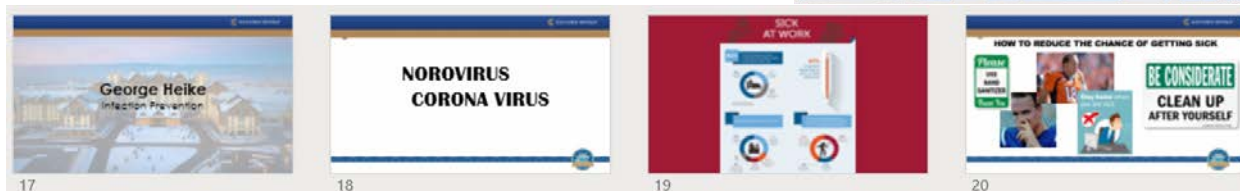
Measures to Protect STARS (Employee) Health

[2.1 Sick or Symptoms = Stay at Home]

Standard operating procedure states STARS (Employees) are not permitted to come to work when they are sick or representing COVID symptoms. Below are examples of retraining and communication.

Training on Infection Prevention (February 14, 2020)

Ahead of the pandemic announcement in the US, we trained our leaders on the importance of remaining home if you're sick, practicing proper hand washing and protocols when a virus case is identified on property. This was completed with all Leaders (Managers) at our monthly training, Leader's Loop.



Example Reminders in our Daily Publication, "Know Your Stuff":

Today: Tuesday, March 3rd

SCOREBOARD

	MTD	YTD
GSS Intent to Recommend	56.5 ↓	60.1
ESS Intent to Recommend	94.1	85.7
Elite Recognition	57.9 ↓	63.7 ↓
Department:		

HIGHLIGHTS

Please focus on prevention measures to prevent the spread of viruses! Prevention measures include:

- Wash your hands often
- Use Hand Sanitizer stations available in the Heart of House
- Wear gloves when cleaning
- Cough or sneeze securely into your sleeve
- Notify your Leaders if you are sick
- Visit the doctor for diagnosis
- Stay home and avoid contact** when sick with contagious illnesses
- Clean thoroughly after being sick

SERVICE FOCUS

Coronavirus | Knowledge Check

Protecting our co-STARS and Guests from the Coronavirus outbreak requires a proactive approach. Knowing common symptoms and prevention measures will assist in making a difference to fight Coronavirus.

- Which person could be infected Coronavirus?
 - A. Yin has itchy eyes
 - B. Alice has been vomiting
 - C. Sam has a fever and difficulty breathing
- What could you do to avoid contracting Coronavirus?
 - A. Avoid contact with an infected person
 - B. Avoid touching infected surfaces then your mouth, nose or eyes
 - C. Wash your hands thoroughly and often
 - D. All options listed
- True OR False? Coughing or sneezing into a flexed elbow will help prevent the spread of Coronavirus
- True OR False? To prevent the spread of Coronavirus, it is crucial that you wipe down surfaces and high touch areas with approved disinfectants.
- What should you do if you suspect you might have contracted Coronavirus?
 - A. Go to a friend's house
 - B. Stay at home
 - C. See a doctor immediately and stay at home while recovering.

ANSWER KEY: 1. C, 2. D, 3. TRUE, 4. TRUE, 5. C

Example Reminder in our Weekly Closure Publication, Caboose Chronicles:

CABOOSE CHRONICLES

An exclusive weekly publication for Gaylord Rockies STARS to stay connected with the most updated resort information. | April 20, 2020

TAKE CARE

STAY HEALTHY

Check out the guidance as provided by the World Health Organization to help stop the spread of COVID-19.

- Avoid touching your eyes, nose, and mouth at all times.
- Cover your mouth and nose if you cough or sneeze with your elbow.
- Maintain a 2 meter distance from non family members.
- Wash your hands frequently with soap and water for at least 20 seconds.
- If you have a cough, fever and difficulty breathing, seek medical care early.
- If you begin to feel unwell, even with mild symptoms such as a runny nose or headache, **stay at home until you recover.**

Marriott Leader FAQ:

Q: What do I do if I feel sick or have symptoms?

A: If you feel sick, you should stay home from work and use PTO. Please contact your Health Care provider and notify them of the potential exposure and your symptoms.

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Measures to Protect STARS (Employee) Health

[2.2 Symptom Monitoring Protocols]

All STARS (employees) and vendors are required to have their temperature taken prior to entering their work area. Thermal Scanners are deployed at STARS entry point to allow security officers to conduct non-invasive temperature checks of all STARS. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition of a reportable illness per the CDC) are not allowed to work. Those with a temperature at or above 100.4°F (38°C) will be subject to secondary screening in an isolated area. Those confirmed to have a temperature at or above 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care. STARS are recommended to check their temperature at home.

A STAR/vendor may return to work when:

- They have no fever (temperature of 100.4 degrees or above) for at least 72 hours (three full days of no fever without the use of medicine that reduces fevers) and no other symptoms (e.g. cough, shortness of breath) and;
- At least seven (7) days have passed since symptoms first appeared.
- A health care provider's note may be required upon return.

Symptom Checklist Signage:



If you feel unwell or have the following symptoms please do not enter the building and contact your health care provider.

Cough
Fever
Chills
Muscle pain
Shortness of breath or difficulty breathing
Sore throat
New loss of taste or smell

Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

Seek medical care immediately if someone has emergency warning signs of COVID-19.

Trouble Breathing
 Persistent pain or pressure in the chest
 New confusion
 Inability to wake or stay awake
 Bluish lips or face

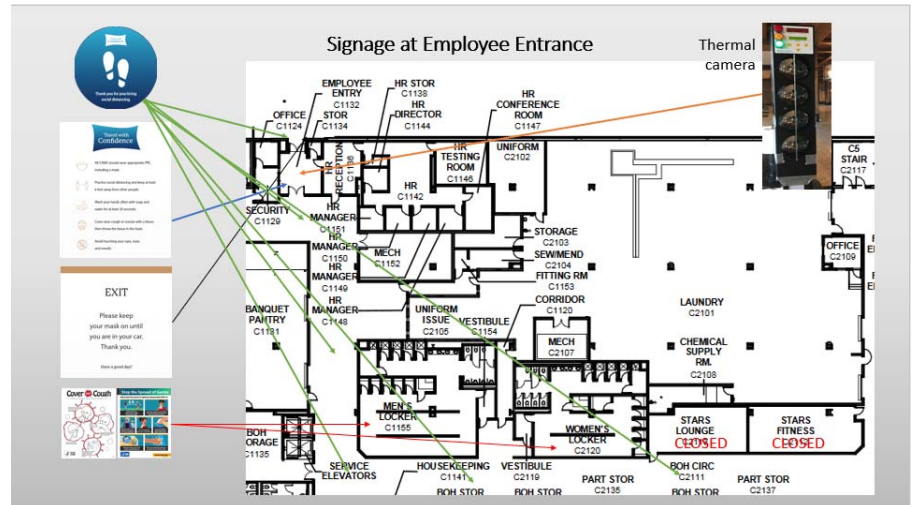
Safety Services Local Standard Operating Procedure for Temperature Checks:

[See PDF "Attachments" tab or click here.](#)



LSOP Temperature and Symptom Check.

STAR Entrance Thermal Camera/Signage:



Gaylord Hotels Commitment to Clean

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Measures to Protect STARS (Employee) Health

[2.3 Personal Protective Equipment]

Appropriate PPE – masks and gloves –are provided and are required to be worn by STARS (employees) based on their role and responsibility, as well as in adherence to state and local guidelines. STARS are also being trained on proper use and disposal of PPEs.

Required Training Prior to STAR Returning to Work:

<p>PROVIDING PERSONAL PROTECTIVE EQUIPMENT (PPE)</p> <ul style="list-style-type: none"> All associates will wear a face covering as a part of their uniforms. Gloves will also be available to all associates in their departments Guests can wear personal face masks or coverings and should abide by local regulations. 	<p>Putting on the Face Mask</p> <ul style="list-style-type: none"> Wash or sanitize your hands! Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face. Prepare to position on your face. The wire side should be on the top. Examine your mask. Make sure it has not been compromised. Grasp the elastic ear straps on the side of the mask. Place a loop around each ear. Try not to touch the outside of the mask. Make sure it fits snug and covers your nose and mouth. Pinch the wire on the top of your mask, over your nose, to tighten. Pull the bottom of the mask over your mouth and chin. <p>Wearing Properly</p> <ul style="list-style-type: none"> Never touch the outside of the mask, especially while the mask is on your face. Don't pull the mask below your chin to your neck while you are wearing it. Don't have the mask dangle from one ear. <p>Removing and Reusing</p> <ul style="list-style-type: none"> Wash or sanitize your hands. Grasp the elastic ear straps on the side of the mask and put it in a clean area. Inspect your mask. If it has been compromised (wet or soiled), do not reuse, and throw it away in a lined, covered trash can. If it is suitable for reuse, place the outside of the mask on a clean paper towel, or fold it in half (with the outside folded over) and place it in a paper bag or zip lock bag to protect. Wash or sanitize your hands. 
<p>MASKS</p> <p>STARS are required to wear a face mask from their vehicle to STAR Entrance</p> <p>STARS will be provided a disposable face mask and asked to keep this mask on and wear it for their entire shift. They may remove it while dining.</p> <p>STARS are encouraged to bring a bag to Rock STAR Café to store mask when not in use; napkins available as alternative</p> <p>Any STARS in public areas, on the Guest room floors, or working in the kitchen or dish room are required to have a mask on.</p> <p>STARS working in an office or somewhere they are alone will not be required to wear a mask.</p> <p>STARS working in cubicles are required to wear masks.</p> <p>STARS are asked to wear their mask until they reach their vehicle at the end of their shift.</p>	<p>HOW TO PROPERLY REMOVE GLOVES</p> 
<p>STAR Exit Mask Reminder:</p> <p>EXIT</p> <p>Please keep your mask on until you are in your car.</p> <p>Thank you.</p> <p>Have a good day!</p>  <p>MI Face Mask Information.pdf</p> <p>Marriott Face Mask Information: See PDF "Attachments" tab or click here.</p>	 <p>Gloves should always be removed before masks</p>



Measures to Protect STARS (Employee) Health

[2.7 Socially Distanced Workstations]

All front desk, concierge, spa concierge, bell services pods are single occupancy workstations to allow for 6 ft spacing. Partitions are installed in all guest facing desks/pods. Credit cards have all been shifted to guest self-service and will be sanitized in between guests.

Cubicles workspaces are being occupied strategically to ensure 6 ft distance. Office spaces are being used when possible to reduce open office areas.

Arrival times of team members are staggered to limit group interactions at STARS (employee) Entrance, Stand Ups (shift kick offs), Rock STAR Café (employee restaurant), uniform room, etc.

Required Training Prior to STAR Returning to Work:

OFFICE SPACE

Ensure enough space between you and any seats in your office

Sanitize your work station before and after your shift

Be mindful of what you touch if you are a Guest in someone's office- it is smart to sanitize your hands in front of the STAR before touching any of their office equipment

Bring your own pens and notebook to someone's office

Never ask someone to remove their mask for a meeting or conversation

When gathering or when in a meeting, it is required you wear a mask. Meet remote whenever possible.

Break rooms – Abide by cleaning schedule of every 2 hours. Clean and sanitize items before and after your own use.

DISINFECTING NON-FOOD CONTACT SURFACES

1 PRE-CLEAN
Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.

2 DISINFECT
Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.

3 WAIT
Allow the surface to remain wet for the time indicated in the directions for use on the product label.

4 DRY
Wipe the surface or allow to air dry.

ENSURE ENVIRONMENTAL HYGIENE

Sample Front Desk Usage (Limiting a Dual Check In Station Area to Single Use Only):



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Measures to Protect STARS (Employee) Health

[2.8 Employee Restaurant, Meeting & Break Areas]

STAR (employee) lounge, commuter rail shuttle and fitness center are closed for social distancing and reducing gathering locations. Engagement areas involving touch points in the heart of house are closed (interactive wellness wall, recognition nomination station, etc)

Stand Ups (Shift Kick Offs) are moved to outdoor or larger locations to allow for social distancing and staggered to business demand to reduce STAR attendance. Internal meetings rooms are reserved for only necessary meetings with Microsoft Teams serving as the primary digital location for meetings. Meeting rooms are equipped with hand sanitizer and necessary cleaning equipment.

Interoffice break areas will have social distance/hygiene signage and be equipped with cleaning kits for sanitizing areas in between regular routine cleanings (every 2 hours).

Employee Restaurant (Rock STAR Café) has staggered break times to reduce occupancy and maximum capacity will be monitored. Seating has been rearranged to ensure social distancing. Single use and pre-packaged condiments, and silverware will be used. Seating will be sanitized after each use. Hand sanitizing and hand wash stations are available.

Required Training Prior to STAR Returning to Work:

HEART OF HOUSE STANDARDS

15/6* rule

Please refrain from Hugs & Handshakes- while you may not be worried about them, someone else may be – **what is an alternative?**

HOH elevators are limited to (4) occupants at a time

Sanitizing of HOH areas has been increased

STAR Stand Up meetings will be conducted in a larger space with appropriate physical distancing between STARS

STAR starting times may be staggered to accommodate smaller pre-shifts, less of a back up at STAR Entrance and fewer STARS in Rock STAR Café at a time

ROCK STAR CAFÉ

Reduced menu will continue with just the hot line being open daily

STARS can expect staggered dining times to reduce density

Please do your part to socially distance while dining; do not move chairs or tables at all

Single use cups will be provided for beverages (no refills)

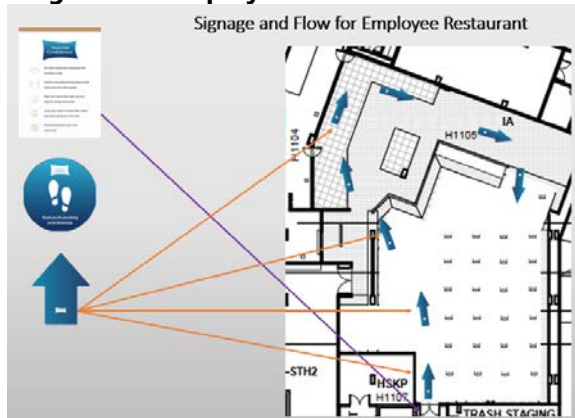
Pre-packaged plasticware & plates will be provided

All condiments will be single use only

Tables and chairs will be wiped down after each use

Overnight – will receive specific instructions from their leader on dining

Diagrams of Employee Restaurant:



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Measures to Protect STARS (Employee) Health

[2.10 + 5.2 Hand Hygiene]

Hotel is equipped with 83 public guest restrooms and 20 heart of house restrooms. This provides 103 areas for STARS (employees) to wash their hands. Training on proper hand hygiene is provided, including washing or hand sanitizing every 20 minutes. Hand hygiene signage is posted in every restroom. In our daily meetings, our STARS are reminded that cleanliness starts with this simple act.

Hotel is equipped with 70 hand sanitizer stands throughout the front of house for guests and STARS. Additional wall mounted hand sanitizers are in high touch areas in heart of house locations in addition to gallon and personal size sanitizers at desks and workstations.

Required Training Prior to STAR Returning to Work:

HAND WASHING

Think 20/20

👁️ 👁️

F&B and high-guest contact STARS are required to wash hands for 20 seconds with hot water and soap or utilize hand sanitizer every 20 minutes

And often:

- Guest touch interaction
- using the restroom
- sneezing
- touching the face
- blowing the nose
- cleaning
- smoking
- eating
- drinking
- going on break
- before or after starting a shift
- before putting on and after taking off PPE

HAND HYGIENE

Hands are a primary mode of transmission so hygiene must be judiciously implemented.

1 **WET**

hands with clean running water, turn off the tap and apply soap.

2 **LATHER**

the back of hands, between fingers and under nails.

3 **SCRUB**

for at least 20 seconds.

4 **RINSE**

hands well under clean running water.

5 **DRY**

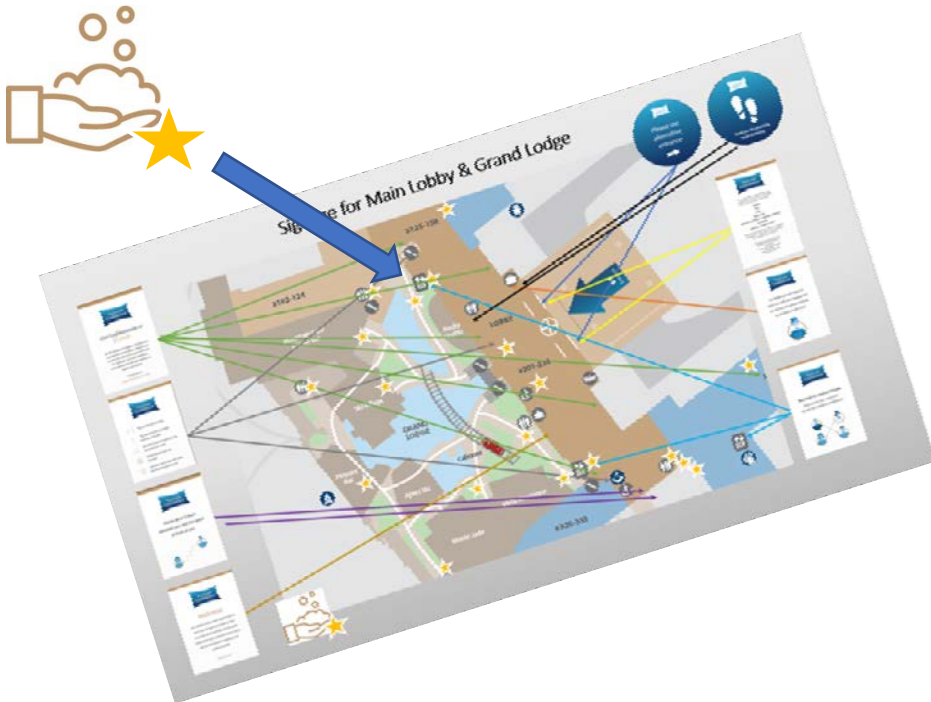
hands using a clean towel or air dryer. If available, use a towel to turn off tap.

IF SOAP AND WATER ARE NOT AVAILABLE,

use an alcohol-based hand sanitizer.

- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.

See signage section for hand sanitizer locations throughout the hotel.



Gaylord Hotels Commitment to Clean

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Measures to Protect STARS (Employee) Health

[2.13 Partitions]

Partitions are installed in all guest facing desks/pods (front desk, bell stand, spa, pool concierge, F&B counter service, banquet service, etc).

Sample Partition Usage:



Gaylord Hotels Commitment to Clean

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Measures to Keep STARS (Employees) and Customers at Least Six Feet Apart

[3.1 STAR (employee) Distancing Training]

List of symptoms and notification to stay home if sick signage posted outside STARS (employee) entrance. Social distancing ques, protective measures and temperature check notification signs are also available.

Required Training Prior to STAR Returning to Work:

PHYSICAL DISTANCING

- Guests and associates must practice physical distancing by standing at least 6 feet away from other people not traveling with them.
- Certain areas, such as arrival queues or gathering areas, will be marked with signage including floor decals and, if necessary, one-way guest traffic flow will be indicated.
- Lobby furniture, restaurant layouts, and other public seating areas have all been re-designed to include 6ft of space between seats
- Partitions will be installed at the front desk, concierge, Bell stand, hostess stands, valet desk outside, spa, etc.

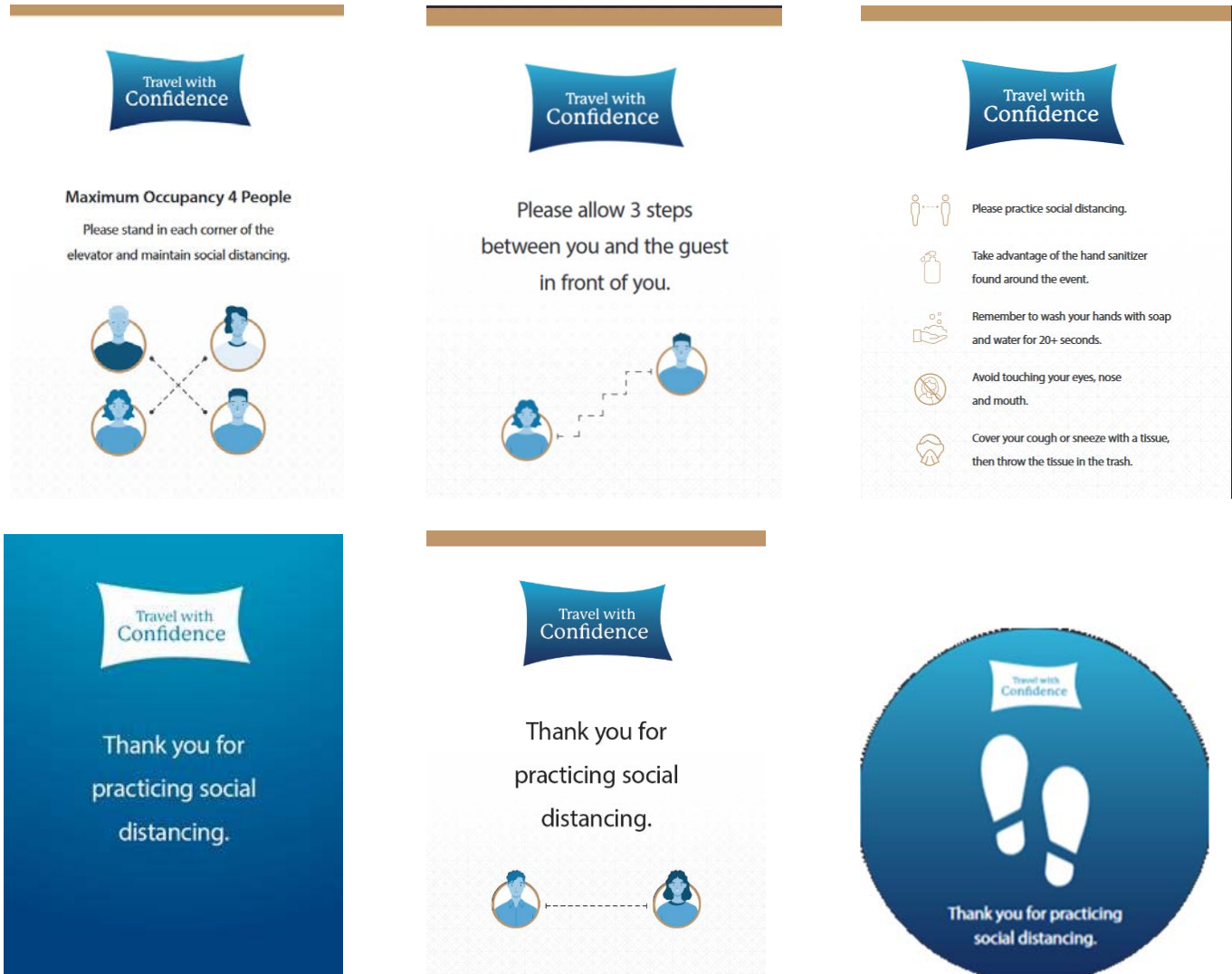




Measures to Keep STARS (Employees) and Customers at Least Six Feet Apart

[3.2 + 3.3 Social Distance Signage]

We are using signage throughout our hotels to remind guests to maintain social distancing protocols.





Measures to Prevent Unnecessary Contact

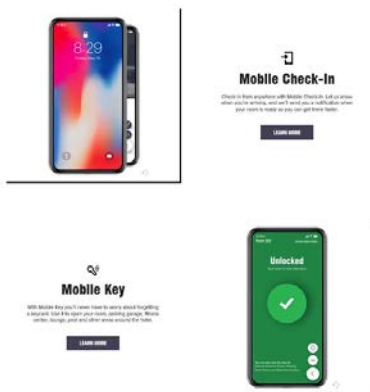
[4.1 Contactless Solutions]

Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app. <https://mobile-app.marriott.com/en-us>

Digital menu options are available via mobile device QR code to limit printed menus. Disposable menus are available if needed.

Credit card machines have all been shifted to guest self-service and will be sanitized in between guests.

Mobile App Contactless Features:



QR Code Menus:





Measures to Prevent Unnecessary Contact

[4.3 Traffic Flow Modifications]

Arrows are provided on ground to control flow direction in restaurants. Entrances to hotel and flow within pool and restaurants spaces are defined by arrows, signage, and/or aisles.

Sample Signage:

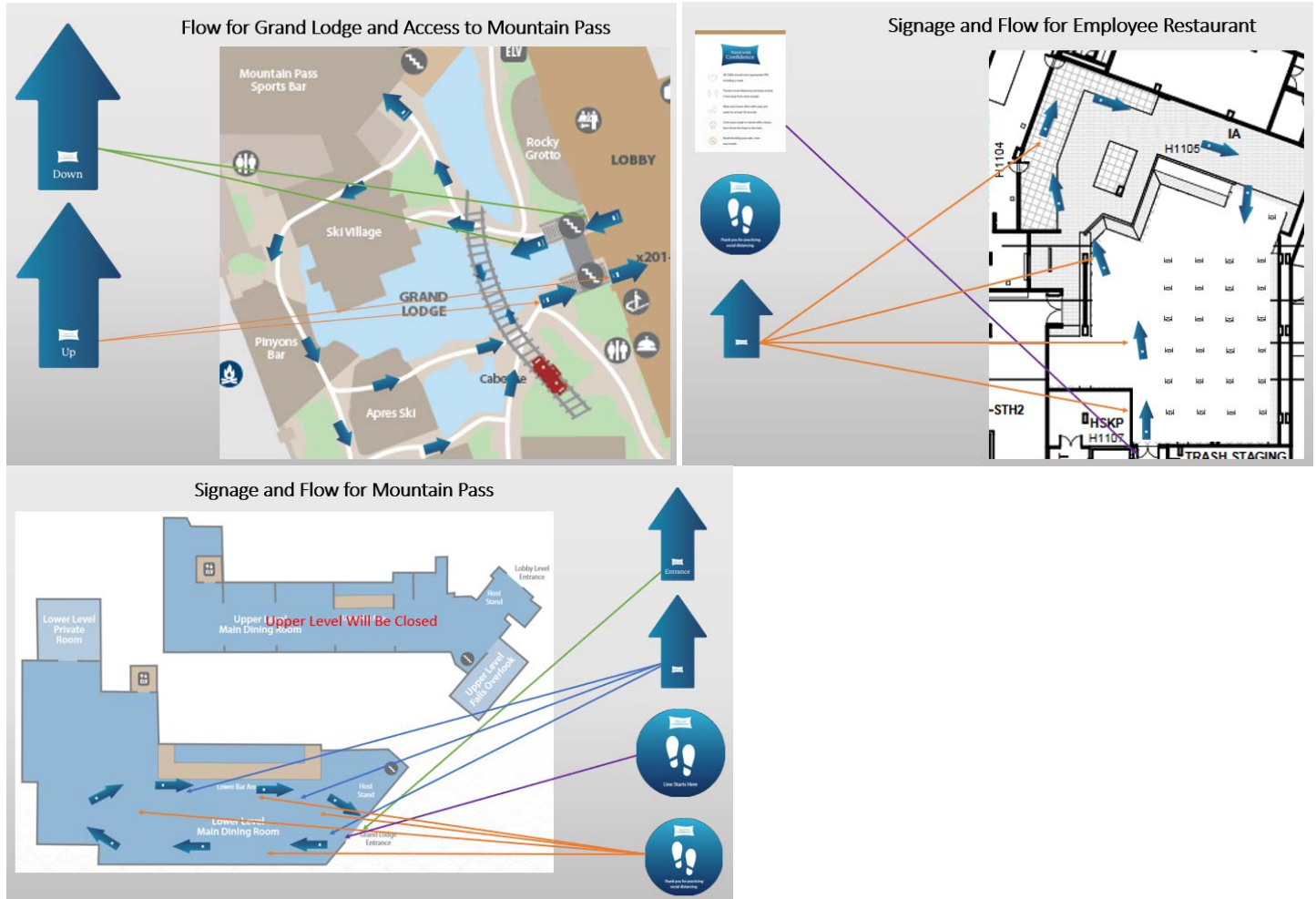




Measures to Prevent Unnecessary Contact

[4.3 Traffic Flow Modifications *continued*]

Flow Patterns:





Additional Precautions Taken

[8.2 In House Security Team]

Gaylord Rockies hosts an in-house 24/7 Safety Services team that is committed to providing a safe and secure environment for clients and guests. All agents are trained first responders and certified for both CPR and AED. A Safety Services leadership is available 24-hours a day. The team is equipped with vehicles to patrol perimeter of hotel for safety. This team manages the STAR (employee) entrance to include symptom and temperature checks. More than 300 cameras are installed throughout the building to actively monitor guest gatherings, social distancing and trace contracting. In conjunction with this team, Gaylord Rockies has on-site medical personnel -- Emergency Medical Technician (EMT).

Aurora Fire Station # 16 is 0.7 miles door to door to our hotel and the working relationship provides us with an added level of security as our neighbor.

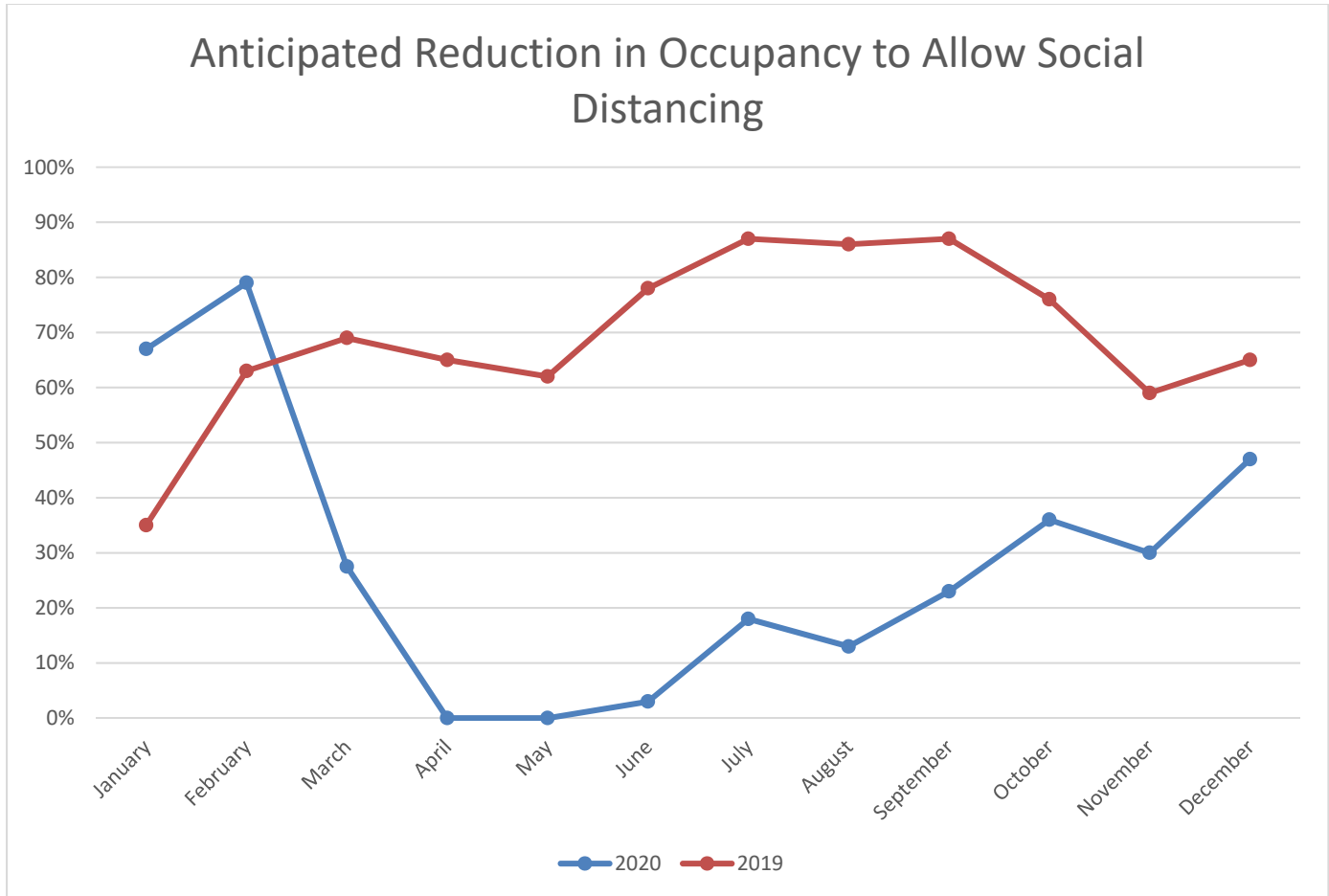
Security Monitoring:





Additional Precautions Taken

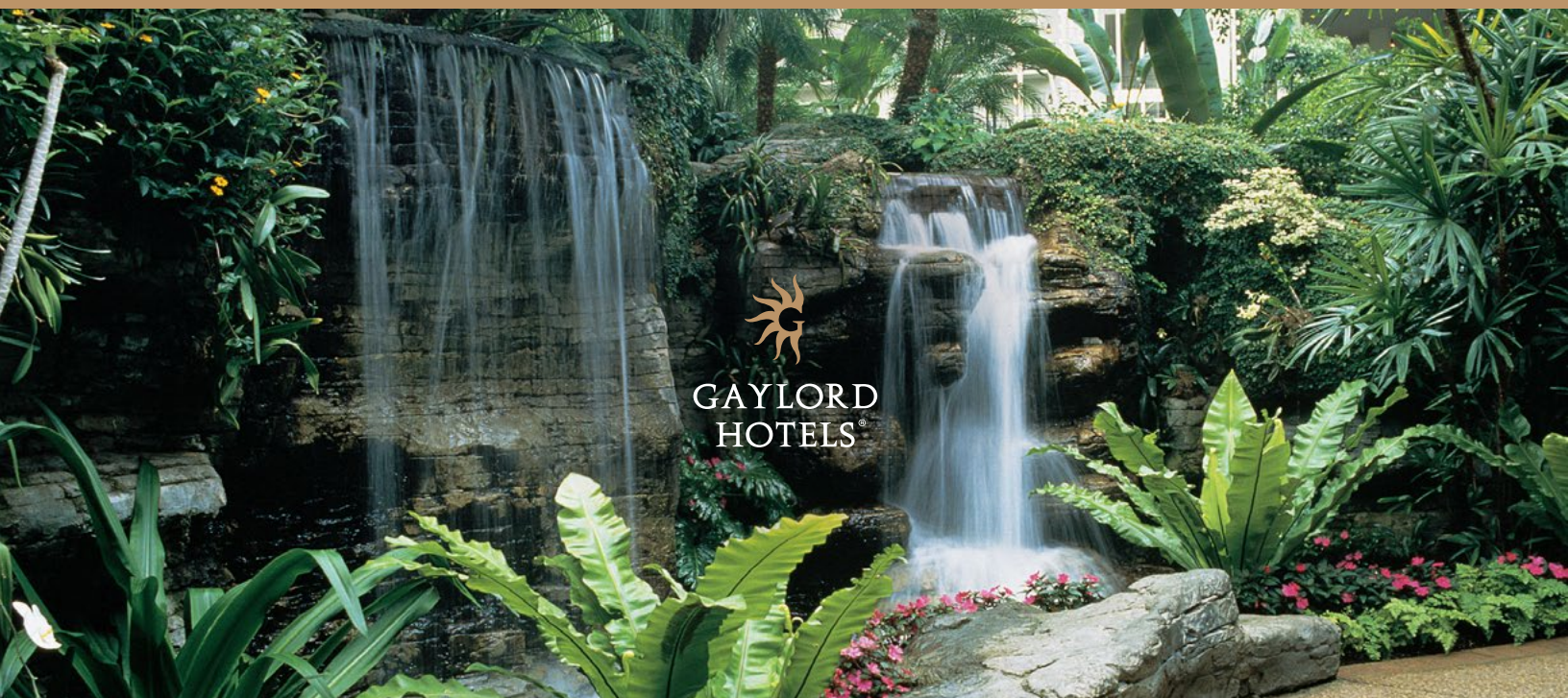
[8.16 Forecasted Occupancy]



Our Commitment to You

Health and Safety Cleanliness Standards

Updated June 10, 2020



At Gaylord Hotels, the health and safety of our guests remain of paramount importance to us.

The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. We have elevated our cleanliness standards and changing hospitality norms. As a part of Marriott International's family of brands, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's **Commitment to Clean.**



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■ Health & Safety Expertise

Marriott Global Cleanliness Council consists of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations.

This council is working on developing a new generation of global hospitality cleanliness standards, norms and behaviors for our more than 7,300 properties around the globe. The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and will benefit from knowledge and input from both in-house and outside experts including senior leaders from across Marriott disciplines like housekeeping, engineering, food safety, occupational health and associate wellbeing. The Council also includes advisory members Dr. Ruth L. Petran, Senior Corporate Scientist, Food Safety & Public Health for Ecolab, a global leader in water, hygiene and infection prevention solutions and services; Dr. Michael A. Sauri, Infectious Disease Specialist at Adventist Healthcare; Dr. Richard Ghiselli, Head of the School of Hospitality & Tourism Management at Purdue University; and Dr. Randy Worobo, Professor of Food Microbiology in the Department of Food Science at Cornell University.



Gaylord Rockies Resort & Convention Center

Vanderbilt University Medical Center (VUMC) serves as the official wellness advisor for Gaylord Hotels.

A leader in medical research and one of the top-ranked academic medical centers in the United States, VUMC provides counsel for on-site operating procedures, advises on development of training and educational materials for associates (STARS), and provides expert guidance for standards and protocols relating to the unique, multi-faceted aspects of Gaylord Hotels' convention and resort business. VUMC was selected both for its nationally recognized expertise in infectious disease control and because of its local ties to Nashville, which is home to Gaylord Opryland, the original Gaylord Hotels property. Both VUMC and Gaylord Opryland are beacons in the Nashville community, and both are dedicated to providing their clientele with distinctive services of the highest caliber.



We use disinfectant products that have been approved and certified by the **U.S. Environmental Protection Agency (EPA)**, and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. We are also following the guidance of the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and the guidance of our state and local health authorities regarding COVID-19.

In addition to all Gaylord Hotels associates (STARS) completing new and additional training to ensure a safe and clean environment, every hotel has identified **dedicated hygiene specialists** who are hyper-focused on the health and safety of our guests. In conjunction with this team, every hotel has **on-site medical personnel** -- Emergency Medical Technician (EMT) and/or a Registered Nurse (RN) on-site.

Our Commitment to Clean

At Gaylord Hotels, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19.

Below is an overview of the key components of our plan:

Technology Innovations: Enhanced technologies, including the testing of electrostatic sprayers and implementing the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization are being used to sanitize surfaces throughout our hotels.



Deeper, More Frequent Cleaning: We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, Gaylord Hotels has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, aquatic areas, fitness centers, and meetings & convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We also are placing disinfecting wipes in each guest room for guests' personal use.

Emphasis on Hygiene & Cleanliness: Each hotel will be required to have a hygiene plan. STARS will be required to be aware of and follow for personal hygiene, physical distancing and Personal Protective Equipment (PPE), in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use will be placed in high traffic areas and public spaces.

Physical Distancing: We are using signage throughout our hotels to remind guests to maintain social distancing protocols and have removed or re-arranged furniture to allow more space for distancing. In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing. We have added partitions at front desks, concierge stands, and food and beverage service lines to provide an extra level of precaution for our guests; and, have implemented line management initiatives to reinforce proper social distancing. For the protection of our guests and STARS, we have implemented "upon request only" housekeeping service and no STARS are permitted into guest rooms while a guest is present unless for emergency reasons. Masks and gloves are available to all STARS.

Contactless Service: Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These "touchless" services can all be done quickly via the Marriott Bonvoy mobile app. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



Food Safety Protocols: At Gaylord Hotels, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspections using its food safety standards as guidelines, and compliance are validated by independent audits. We have also enhanced sanitation guidelines and training videos for STARS that include hygiene and sanitizing practices. In addition, the company has modified operational practices for in-room dining and has designed new approaches to buffets.



Gaylord Palms Resort & Convention Center

Tailored Options for Meetings & Events: A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees safe. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local fire department, as well as state and local health authority guidelines for proper physical distancing. This includes density reduction in all meeting rooms and exhibit hall spaces. Convention public space



attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers are being tested in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

STAR Health & Safety: All STARS are required to have their temperature taken prior to entering their work area. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition of a reportable illness per the CDC) are not allowed to work. STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the resort, the property will work with the local health department to follow the appropriate recommended actions.

Gaylord Hotels Technology

*We are utilizing the latest technology
to ensure a sanitary environment.*

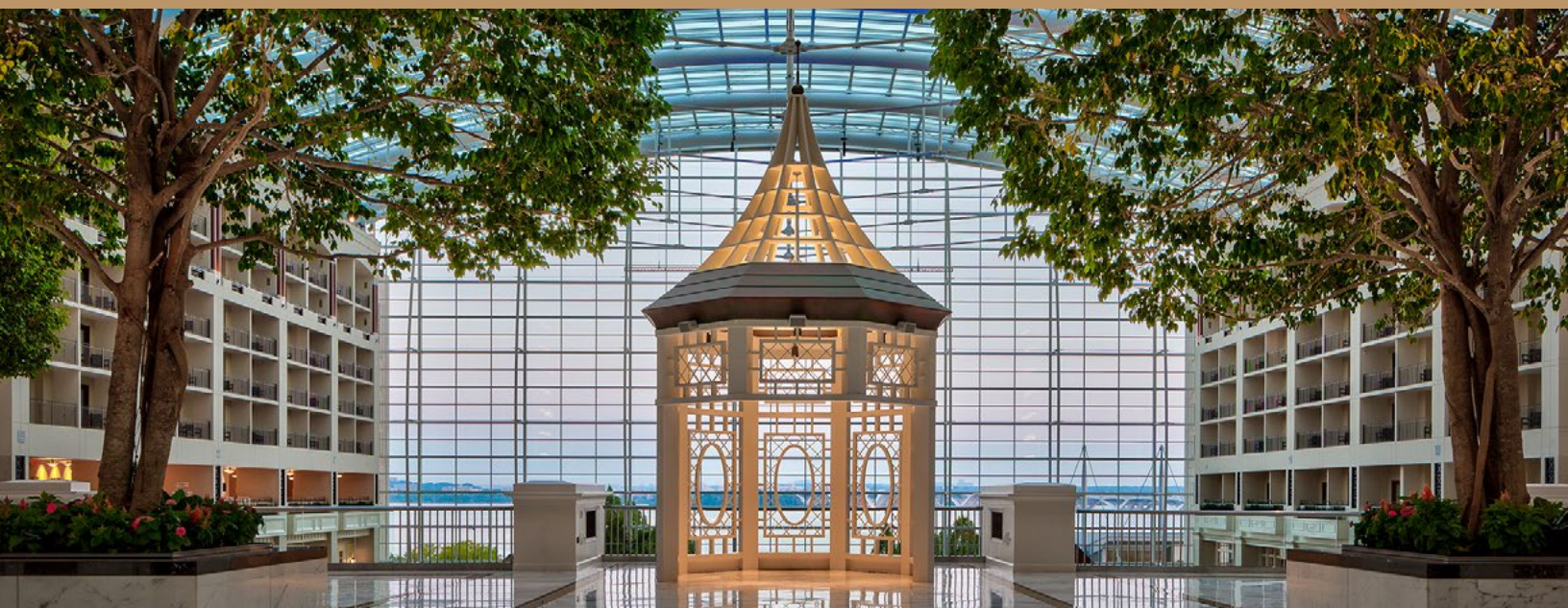
Some examples:

Electrostatic Sprayers are being tested to apply hospital-grade disinfectant to high-touch surfaces including hotel lobbies, public spaces, guest rooms, meeting and convention areas, and heart-of-house. Using the highest classification of disinfectants recommended by the CDC and WHO to treat known pathogens, this technology is also used to sanitize areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, the fitness center, and back-of-house.



Thermal Scanners: are deployed at each STAR entry point to allow security officers to conduct non-invasive temperature checks of all STARS. Those with a temperature at or above 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or above 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care.

Mobile Technology: Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



Gaylord National Resort & Convention Center



Other COVID-19 Protocols

We have been asked about our specific procedures should we be alerted to a case of COVID-19 at our resort.

Case Notification. All Gaylord Hotels have certified Emergency Medical Technicians (EMTs) and/or a Registered Nurse (RN) on-site. If the hotel is alerted to a suspected case of COVID-19, the guest is directed toward appropriate medical care through our staff, who follow the direction of local health authorities. We then conduct additional cleaning and sanitizing protocols of all areas that the guest may have been in during their visit.

Guest Room Recovery Protocol. In the event there is a guest with a confirmed case of COVID-19, that guest room is removed from service and undergoes a specific cleaning protocol by a licensed third-party expert. The guest room is not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar protocols are used to address offices and other back of house areas.

Specific Actions and Initiatives

The actions listed below are an overview of the specific protocols that are being implemented during this time. Each operating department has its own customized set of procedures and is built upon the guidance and consultation of infectious disease experts in the country. We continue to refine and update our plan as our experts provide additional guidance.



Gaylord Opryland Resort & Convention Center

Public Spaces and Leisure Amenities

The frequency of cleaning and sanitizing by dedicated staff is increased in all public spaces with an emphasis on high-touch surfaces.

Electrostatic sprayers are being tested to sanitize areas such as public spaces, guest rooms, meeting spaces, restaurants, bars, fitness centers, and back-of-the house. Additionally, hand sanitizer stations are prominently placed throughout the resorts.



Gaylord Texan Resort & Convention Center

Front Desk/Arrival/Bell Services/Departure

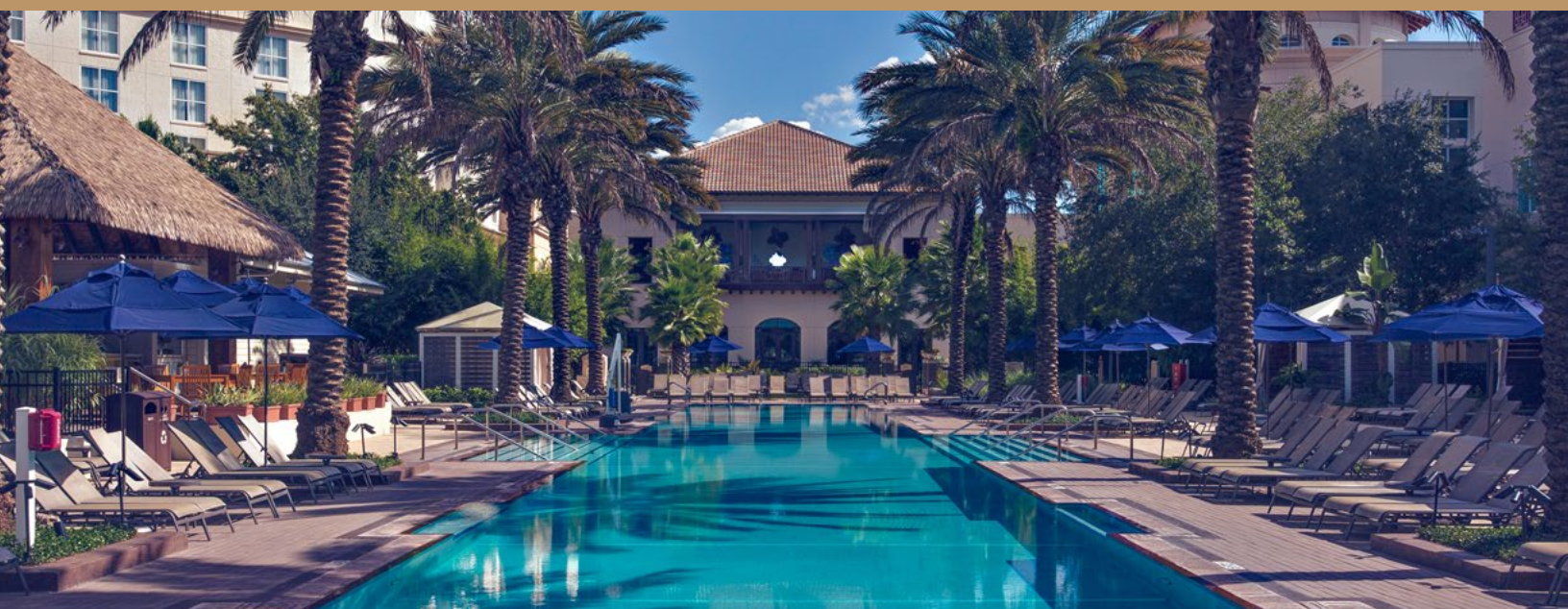
- A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed.
- Partitions have been installed at all front desks, concierge, and bell stands.
- Every other front desk station is available in order to maintain distancing.
- Stanchions and floor decals provide six-foot social distancing intervals and delineators to properly space guests for line management.
- Guests are encouraged to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. Digital Key Packets/resort information is sent to guests' phones. *Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.*



- Public space attendants are dedicated to regular cycles of guest touch point sanitization.
- Electrostatic disinfecting sprayers are being tested to sanitize areas in the public areas.
- Paper receipts and shared items (for example, pens), have been eliminated.
- Key cards are sanitized after each use.
- Signage is posted to explain elevator capacity to adhere to social distancing procedures.
- Bell services is on a request only basis. Attendants wear appropriate Personal Protective Equipment (PPE) and the bell carts are sanitized after each use. When delivering luggage to the guest's room, it is delivered after the guest is in the room in order to ensure social distancing.

Relâche Spa

- Guests are required to complete a medical check list prior to any service.
- All guests receiving a massage are required to shower prior to the treatment and for esthetician services they must wash their hands.
- Therapists wear aprons that are changed after each client and they wear appropriate PPE based on the service being performed.
- All treatments rooms are sanitized after each treatment.



Gaylord Palms Resort & Convention Center

Pool/Waterpark Areas

- Aquatic area attendants are dedicated to regular cycles of guest touch point sanitization.
- Lounge chairs are spaced out and/or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Partitions have been installed at towel desk/kiosks.
- Cloth chair cushions have been removed.
- Chaise lounge chairs, cabanas, and lazy river tubes are sanitized prior to and after each use.
- Signage is being used throughout pool areas, slide entrances, and pool dining areas to remind guests to maintain social distancing protocols.
- Towel desk/kiosks and all other desks and counters are sanitized frequently by hospital-grade disinfectant.



Fitness Center

- Fitness center attendants are dedicated to assisting with the sanitization of equipment after guest use.
- Every other fitness machine is out of order to allow for social distancing between guests.
- There is signage on all equipment and throughout the facility to remind guests of the requirement to wipe down equipment after use.
- Electrostatic disinfecting sprayers are being tested to sanitize all areas in the fitness center.

Transportation

- Drivers and parking booth attendants wear appropriate PPE.
- Partitions have been installed at all valet stands.
- There is frequent sanitation of high-touch points before use and between each ride.
- Hand sanitizer and mask self-dispenser stations are available at key transportation entrances.
- For self-parking, ticket dispensers and exit credit card payment machines are sanitized several times throughout the day.
- Seating arrangements and capacity adjustments have been implemented to limit capacity and allow for space between riders. For example, buses are loaded from back to front and each guest sits on the window seat on the left and right side skipping every other row. For town cars and SUVs, no more than four guests are permitted per SUV and no more than two guests are permitted per sedan (unless from same household). Guests are not permitted in the front passenger seat.



Gaylord Opryland Resort & Convention Center

Guest Rooms

Guest rooms are a place of respite for guests and they need to feel confident that the room is clean and a safe environment.

- Each room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.
- Electrostatic sprayers are being tested to sanitize each room.
- Non-essential amenities, such as non-disposable glass wear, have been removed from the room.



- There will be an increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- All surfaces are thoroughly cleaned with hospital-grade disinfectants.
- “Upon request only” housekeeping service
- STARS are not permitted into the guest’s room while a guest is present unless for emergency reasons. Masks and gloves are made available to all STARS.

■ Meetings, Conventions & Events

Our meeting, convention and event attendees are of paramount importance to us and new, comprehensive cleaning and sanitizing protocols have been designed to keep attendees, and our STARS, healthy and safe.



Gaylord National Resort & Convention Center

Highlights include, but are not limited to, the following:

Banquet Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- All shared equipment and meeting amenities are sanitized before and after each use or are single use if not able to be sanitized.
- All linen, including underlays, are replaced after each use.
- Buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils.



- Prepackaged food on coffee breaks and individually packaged beverages (*no pitchers or carafes*) are served.
- Disposable cups and glasses are used for all breaks.
- Flatware is provided as a roll-up.
- Partitions for food service lines have been installed.
- Butler passed food and beverage is suspended.
- Preset food and drinks is restricted.



Gaylord Texan Resort & Convention Center



Meeting Space Protocol

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table versus the 10 in previous guidelines.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented (*when available*).
- Use of electrostatic disinfecting sprayers are being tested to sanitize areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- Convention public space attendants are dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room doors, light switches and other equipment are sanitized after each group's use.
- Electrostatic disinfecting sprayers are being tested for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions.
- Meeting sets on tables have been removed.
- Water carafes and water pitchers are not placed on meeting tables or water stations.
- Signage is posted outside of meeting and event rooms to remind guests of appropriate physical distancing guidelines.
- Hand sanitizer stations are placed throughout the meeting spaces, convention center, break-out spaces and corridors.
- FAQs are made available on-line to give attendees information about health & safety protocols.
- Groups can choose to test attendees for COVID-19 and manage the process holistically.



■ Restaurants & Bars

In response to the current environment, Gaylord Hotels follows enhanced sanitation guidelines and utilizes food safe training for all hosts, servers, food runners, and chefs.

To minimize risk, we have modified access to menus to include digital menus and disposable printed menus.

Specific actions and protocols include, but are not limited to, the following:

- Seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates.
- Hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
- Partitions have been installed at all host stands.
- Electrostatic sprayers are being tested to sanitize all restaurants and bars every night.
- High-touch points are sanitized throughout the day.
- Bars, tables and chairs are sanitized between each seating.



- Restaurant attendants are dedicated to regular cycles of guest touch point sanitization.
- Digital menu options are available via mobile device to limit printed menus.
- Outlets will offer take out menus, grab-and-go offerings, or counter service where appropriate.
- Check presenters, votives, pens, and all other reusable guest contact items are sanitized after each use.
- Hand sanitizer stations are placed at the entrance to each outlet.
- All food and beverage STARS are fully trained and compliant in food safety training and protocols.



Gaylord Rockies Resort & Convention Center



■ STAR Initiatives

Our STARS' health, safety, and knowledge are essential for an effective cleaning program. Here are ways we are supporting them.

Here are ways we are supporting them:

New & Ongoing Training: In addition to training on housekeeping and hygiene protocols, STARS also complete enhanced COVID-19 awareness training, with more comprehensive training for STARS with frequent guest contact including housekeeping, food & beverage, public area attendants, hotel operations, and loss prevention.

Temperature Checks: All STARS are required to have their temperature taken prior to entering their work area. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 are not allowed to work.

Hand Hygiene: Frequent and proper handwashing practices and utilization of hand sanitizers are both vital to help combat the spread of viruses. In our daily meetings, our STARS are reminded that cleanliness starts with this simple act.

Personal Protective Equipment (PPE): Appropriate PPE – masks and gloves –are provided and are required to be worn by STARS based on their role and responsibility, as well as in adherence to state and local guidelines. STARS are also be trained on proper use and disposal of PPEs.



Real Time Information: Gaylord Hotels corporate and regional teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.

For Further Information

Your health and safety are our Number One priority!

Your health and safety are our **Number One** priority and if you have any questions that have not been answered here, please direct your inquiry to:

Gaylord Rockies

GaylordRockiesClean@GaylordHotels.com