Safety and Well-Being Protocols



Loews Hotels & Co
Safety & Well-Being Protocols

At Loews Hotels & Co the safety and well-being of our guests, team members and communities is always a top-priority. We understand the concerns which surround the COVID-19 pandemic, and want to remind our customers of the continuous efforts we make on a daily basis and new measures we have added, to provide a welcoming and clean environment at our hotels.

In times like these we are reminded of the Loews Hotels & Co Service Promise:
"We stay relevant to changing times and places; to provide an experience that is authentically local and genuinely delivered, all so our guests can relax, explore, and flourish."

As a smaller Brand with 26 hotels we are able to quickly adapt and adhere to new guidelines from the U.S. Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and local authorities as are appropriate to our operations. The situation is fluid and we will be looking at additions and enhancements in the coming days and weeks ahead.

We will continue to garner insight and monitor outside organizations and more importantly, listen to our guests, and will adjust and adapt accordingly and even better, quickly.

November 2020 - This document is subject to change based on local, state and federal guidelines and recommendations, and will be updated frequently.

Welcome

The Arrival Experience:

Upon arrival, all guests will be asked to have a face covering/mask on, prior to entering the hotel, this is for your safety as well as that of our team members. In addition to having signage and instructions throughout the hotel, we have added distance markers, for practicing physical distancing, in the lobby and in other high-traffic areas. We have also added plexi glass shields at the front desk, this way our front office team is able to still interact with you and have that extra protection in place for both the guest and the team member.

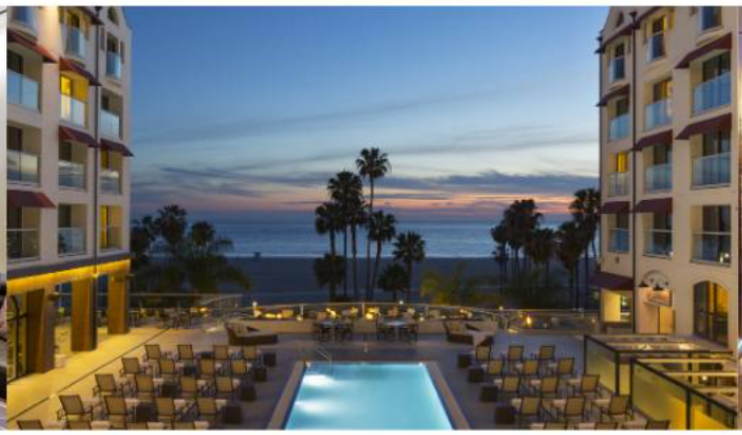
In-Room Amenities:

Essentials are important and that's why we will have a complimentary bottle of hand-sanitizer waiting for you in your guestroom.

Continuous Water and Air Testing:

Loews Hotels & Co is proud to partner with Nalco Water, the global leader in water management, to provide safe and sustainable solutions to manage risks associated with waterborne pathogens, including Legionella. We also conduct frequent water and air containment testing and always follow CDC procedures to ensure proper ventilation and filtration.







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Masks and Gloves:

While physical distancing and frequent hand washing remain the best defenses for the spread of the virus, when physical distancing is not possible for example in lobbies and other public areas, team members and guests are required to wear face covering/mask. According to the CDC and WHO face coverings/masks serve as a protection measure for others vs. oneself. We will continue to follow this recommendation in this area. Additionally, based on role and responsibility, team members wear gloves when appropriate. All vendors are required to wear a face covering/mask and gloves whenever they are in our hotels.

Temperature Checks for Team Members and Vendors:

All team members and vendors undergo temperature scans prior to entering the hotel, conducted via thermal no touch temperature scanners. No team member or vendor with a fever of 100.4 or greater admitted to the building or be permitted to return to the hotel until they have gone 72 hours fever free, without the use of fever suppressants.



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Cleaning Standards:

As a company, our everyday standards include cleaning guestrooms, meeting rooms, outlets, corridors and public areas with a Peroxide Multi Surface Cleaner and Disinfectant, an EPA approved product effective against emerging viral pathogens and COVID-19, including the frequent cleaning of “high touch areas” such as telephones, remote controls, door handles, light switches, elevators and table tops, among others. We work with Ecolab, a company that provides complete consultation, cleaning solutions, guidance and training to help ensure our operations are safe. Given the current environment, we are even more focused and committed to the enforcement of these standards. At Loews Hotels & Co we continue to evaluate new cleaning products and applications.



Hand Sanitizer Stations:

High alcohol content hand sanitizer stations have been added to our front desks, spas, fitness centers, elevator landings, meeting rooms and other high traffic guest areas, and also areas where our team members frequent. We have also increased the protocols for team member hand washing to be more frequent for all roles and positions.



Elevators:

In order to adhere to physical distancing, we are limiting the number of passengers for each elevator ride (the number will vary in each hotel.) Face coverings/masks are required in elevators. The elevator buttons and handrails are disinfected every hour and we have also added hand sanitizer stations on all landings throughout the hotel.

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Contactless Experiences:

For those that are looking for extra comfort and peace of mind, we are able to offer several contactless experiences during your stay.

Chat Your Service

Chat Your Service is one of our Branded programs, a hotel-wide texting service that puts you in control of the little details that will make your stay complete. Just send us a text from your own personal phone to order Room Service, ask for recommendations, request extra towels and more.

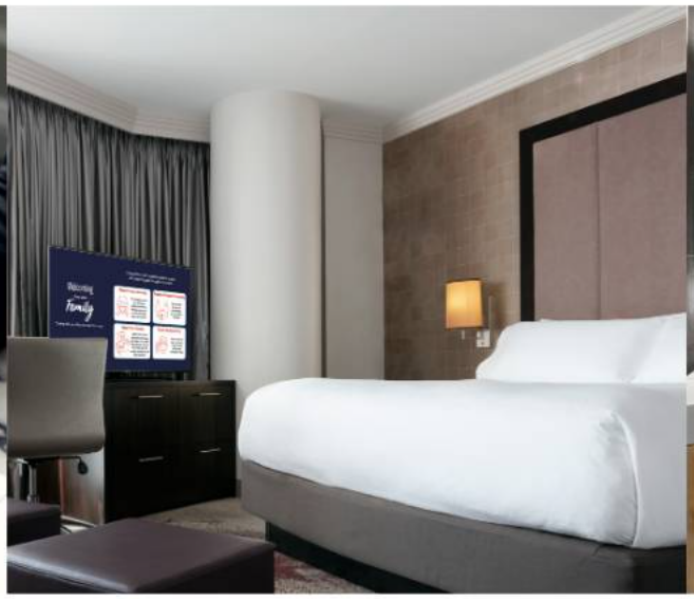
Guestroom Televisions

Download the Sonifi app to your smart phone and you will be able to turn the television on and off as well as change the channel.

Linens and Towels

With housekeeping services being limited, we are happy to provide fresh linens and towels, dropped in a sealed bag right at your guest room door.







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Vacant Guestrooms:

When and wherever possible we will leave occupied guestrooms vacant for 24 hours, upon checkout, before thoroughly cleaning and checking in a new guest.



Recreation and Fitness Center:

Pool concierge and poolside amenities are temporarily suspended. Towel service is available daily. Chaise lounge chairs at the pool/beach are re-configured with proper spacing, available first come first serve, and thoroughly disinfected after each guest use.

Fitness Centers are open, where local ordinance permits, and set up to practice physical distancing. We ask guests to flex every 90 minutes as we temporarily close for a thorough cleaning.

Approach to Food & Beverage:

In the area of Food & Beverage, we are implementing current guidelines and recommendations as we continue to do research and work on how this area will continue to evolve. It's important to note that in the area of Food & Beverage in particular, this is a fluid area and will be constantly evolving with new mandates and suggestions, which we at Loews Hotels & Co will be versed in and will adapt and modify as need be.



Restaurants/Bars/Lounges/Room Service:

- Bars, Lounges and Restaurants are subject to availability and follow all state/local ordinances, this means some areas will not be open during your stay
- Room Service, if available, will be delivered in disposable to go eco-friendly containers and left at the guestroom door for a contactless experience
- Restaurants set to ensure adequate space between parties
- Restaurants occupied with half the capacity
- Bars set to ensure physical distancing
- Wine, iced-tea, water and other beverages not refilled in the same glass, rather a new glass will be switched out each time
- Guests have the option, in all outlets, to have their food/drink served in a disposable eco-friendly to go containers

Meetings & Events:

At Loews Hotels & Co our job is to work with you in planning your meeting from start to finish. With physical distancing still in place, our team in Conference Services and Banquets will re-work your set up, organize your entry and exit flow, collaborate on meals and menus with as much variety and creativity as possible, etc.





Think of us as your choreographers/orchestrators, handling every detail, with the intent of aiding you in conducting a safe and compliant meeting:

- Meeting room sets determined and confirmed with planners to ensure proper physical distancing is met
- Number of attendees determined based on local guidelines
- Tables, chairs and equipment properly disinfected
- At present time we are not offering buffets. If and when buffets return, they will likely be attended and served by hotel team members
- We will work with planners to create menu variety and creative breaks using individually wrapped items in disposable to go eco-friendly containers
- Coffee, tea and the accompaniments, served by a hotel team member
- Wherever possible beverages served in single served vessels (bottled water, soft drinks and juices)
- Lines for bars and meals properly marked to adhere to physical distancing
- Meals served in the same room as the meeting
- Utensils either individually wrapped or rolled up and handed out by a hotel team member

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Commitment to Service Quality:

Loews Hotels & Co is rooted in having a strong service culture and exceeding guests' expectations is in our DNA. Regardless of what is happening around us, this will remain true and continue to be our focus. This includes ongoing and continuous training on topics such as protecting ourselves and others, proper use of PPE, work safety and cleaning protocols, for all team members both in front and back of the house.

Staffing levels, as they have been previously, are determined by occupancy levels in the hotels. Every guest, regardless if visiting for group, business or leisure travel, will receive the experience that they have become accustomed to.







As described above, Loews Hotels & Co has put in place preventative industry accepted measures to reduce the spread of COVID-19, however, Loews Hotels & Co cannot guarantee and does not warrant that you or other members of your party will not become infected with or be exposed to COVID-19.

Additional protocols may be added at Loews Hotels at Universal Orlando Resort and may be subject to change.

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