

*Gale*  
south beach

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CURIO COLLECTION BY HILTON

HEALTH & SANITATION PROGRAM  
ADAPTING TO OUR  
NEW ENVIRONMENT

THE HEALTH AND SAFETY OF OUR EMPLOYEES AND  
GUESTS IS OUR NUMBER ONE PRIORITY.

# MENIN HOSPITALITY HEALTH & SANITATION GUIDELINES

## STATEMENT FROM JARED GALBUT, PRINCIPAL OF MENIN HOSPITALITY

In preparation for our reopening, Menin Hospitality is taking steps to ensure the safety of our guests and staff with the launch of our new 'cleaned with confidence' seal of assurance. Our Executive team has been closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the coronavirus (COVID-19) and our goal is to ensure that all guidelines on hygiene and cleanliness are met, using cutting-edge EMist equipment to clean guestrooms and public areas, while also deploying hand sanitizers.

Each Menin Hospitality property has invested in state-of-the-art equipment from EMist, a leading electrostatic technology company used to disinfect healthcare facilities which provides world-class products that stop the unnecessary spread of sickness and infection by surrounding, smothering and eradicating germs where they hide. After guests check out, our trained staff members will disinfect guestrooms using the EPIX360, a handheld disinfectant sprayer that lays down an even and wraparound layer of germ-killing solution. Public spaces, such as meeting rooms, will be disinfected using an EM360 roller cart, which can cover up to 54,000 square feet of surface in just one hour.

Additionally, the hotels will be implementing a new housekeeping protocol which will offer absolute privacy to guests who choose to not have any hotel members in their room during their stay. A "privacy" sign will be available to these guests to hang on their room door; unlike a "do not disturb" sign, this "privacy" sign will ensure that requested services, such as the delivery of clean towels or food and beverage items, will still be provided but will be left at the door.

This is an unfortunate and unprecedented situation that the world is dealing with at this time and we are doing everything we can to protect you, your families and our guests.

Sincerely,

Jared Galbut  
Managing Principal



# EMPLOYEE & GUEST HEALTH

THE HEALTH AND SAFETY OF OUR EMPLOYEES AND GUESTS IS OUR NUMBER ONE PRIORITY.

## PHYSICAL DISTANCING

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. The hotel outlets will comply with, or exceed, local or state mandated occupancy limits.

## HAND SANITIZER

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, public restroom areas, meeting spaces, elevator landings, pools, and exercise areas.

## FRONT OF THE HOUSE SIGNAGE

There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

## BACK OF THE HOUSE SIGNAGE

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

## EMPLOYEE & GUEST HEALTH CONCERNS

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Miami Dade County. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

# SAFETY FIRST

TEMPERATURE MUST BE  
CHECKED BEFORE ENTERING

FACE COVERINGS  
REQUIRED AT ALL TIMES

SANITIZE HANDS  
BEFORE ENTERING

PRACTICE SOCIAL  
DISTANCING INSIDE

WASH HANDS OFTEN,  
COUGH INTO ELBOWS

THANK YOU FOR DOING YOUR PART

*Gale*  
south beach

# EMPLOYEE'S RESPONSIBILITIES

MH EMPLOYEES ARE VITAL FOR AN EFFECTIVE SANITATION AND HEALTH PROGRAM.

## HAND WASHING

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All MH employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

## COVID-19 TRAINING

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, food & beverage, hotel operations, security officers, bell, valet and front desk agents.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and **required to wear a facial covering while on property.** Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

## DAILY PRE-SHIFT & TIMEKEEPING

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

# EMPLOYEES DO YOUR PART TO HELP SANITIZE



# THE GUEST JOURNEY

## GUEST ARRIVAL

All guests must wear facial coverings when entering the building and while on property in all public areas. Each will be greeted by a front desk agent who will provide a mask and wipes for use. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

## GUEST ARRIVAL VALET, TAXI OR RIDE SHARE

- Employees will not open the doors of cars or taxis.
- Valet stands will be equipped with countertop shields or safety barriers.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.

## HOTEL GUEST ELEVATORS

- An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests will be permitted per elevator.
- Face coverings are required while in elevator.

## GUEST SANITATION AMENITIES WILL BE AVAILABLE UPON REQUEST

- Masks, hand sanitizer and a COVID-19 awareness card will be available.

## GUEST OCCUPANCY

No more than two (2) guests shall occupy any room type overnight at the Gale Hotel during the term of the guests' stay, except for those guests traveling with infants and/or small children under the age of twelve (12) years old in a room with two (2) beds.



Items include:

DISPOSABLE FACE MASK non-medical/one-time use



SANITIZER WIPES - 75% alcohol (each pack contains 10 wipes)



30 ML Hand Sanitizer w/ Flip Cap



# CLEANING PRODUCTS AND PROTOCOLS

Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

## **PUBLIC SPACES AND COMMUNAL AREAS**

The frequency of cleaning, sanitizing and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

## **GUEST ROOMS**

Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks, room safes, hairdryer, iron & ironing boards, coffee makers and flooring.

## **LAUNDRY**

All bed linen and laundry will be washed at a high temperature and in accordance. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Linens will not be changed daily unless requested.

## **BACK OF THE HOUSE**

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, control rooms, employee restrooms, loading docks, offices and kitchens.

## **SHARED EQUIPMENT**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

## **ROOM RECOVERY PROTOCOL**

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

## **AIR FILTER AND HVAC CLEANING**

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

# LOCATIONS FOR THE DISTRIBUTION OF PERSONAL PROTECTION EQUIPMENT (PPE)

## FRONT DESK & CONCIERGE

Front Desk & Concierge

## BACK OF HOUSE

Employee Entrances  
Department Specific Locations  
Including Kitchens, Security Podiums,  
Housekeeping



# PHYSICAL DISTANCING

Throughout the hotel we will meet or exceed state and local health authority guidelines on proper physical distancing.

## **QUEUING**

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, cafes and casual dining.

## **HOTEL FRONT DESK, BUSINESS CENTER AND CONCIERGE**

Agents will utilize every other workstation to ensure separation between employees whenever possible. Countertop shields or safety barriers will be placed at front desk and concierges areas.

## **RESTAURANTS AND BARS**

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. Countertop shields or safety barriers will be placed at Dolce/ grab and go areas.

## **MEETING AND EVENT SPACES**

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

## **POOLS**

Pool seating will be configured to allow for at least six feet of separation between guests. An approved floorplan will be mandatory for setup and chairs are not to be removed. Daybeds will be provided to guests with more than 2 in their party.

## **BEACH**

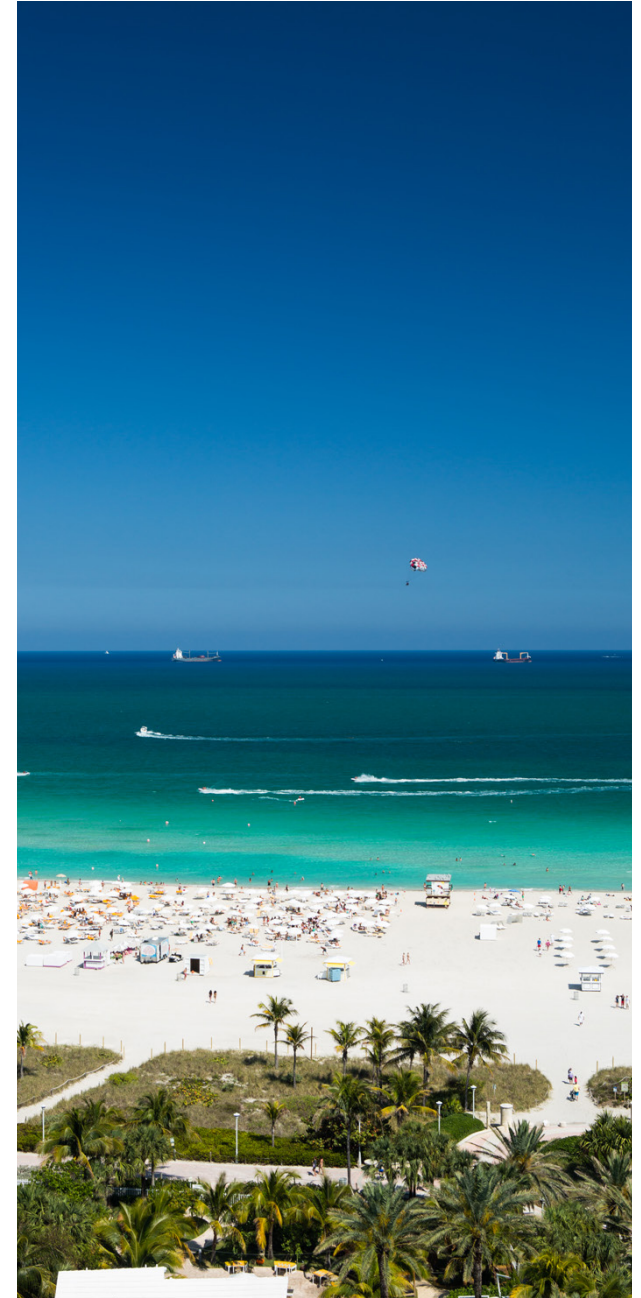
Pool seating will be configured to allow for at least six feet of separation between guests. An approved floorplan will be mandatory for setup and chairs are not to be removed. Daybeds will be provided to guests with more than 2 in their party.

## **BACK OF THE HOUSE**

Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

## **BATHROOMS**

Physical distancing will be applied in public bathrooms. Signage will be present at entrance with rules of capacity.



# DEPARTMENT SPECIFIC SANITIZATION POLICIES

# POOL OPERATIONS

## CLEANING & SANITIZING PROTOCOL

- Chaise lounge chairs to be sanitized frequently
- Any cabanas occupied will be disinfected using EMist
- Cabanas to be pressure washed and sanitized each night – EMist
- Towel desk, entry kiosks and all other desks and counters to be sanitized frequently

## PHYSICAL DISTANCING PROTOCOL

Chaise lounge chairs set with appropriate physical distancing by approved F&B floorplans. Chairs are not to be removed.



# PUBLIC AREA

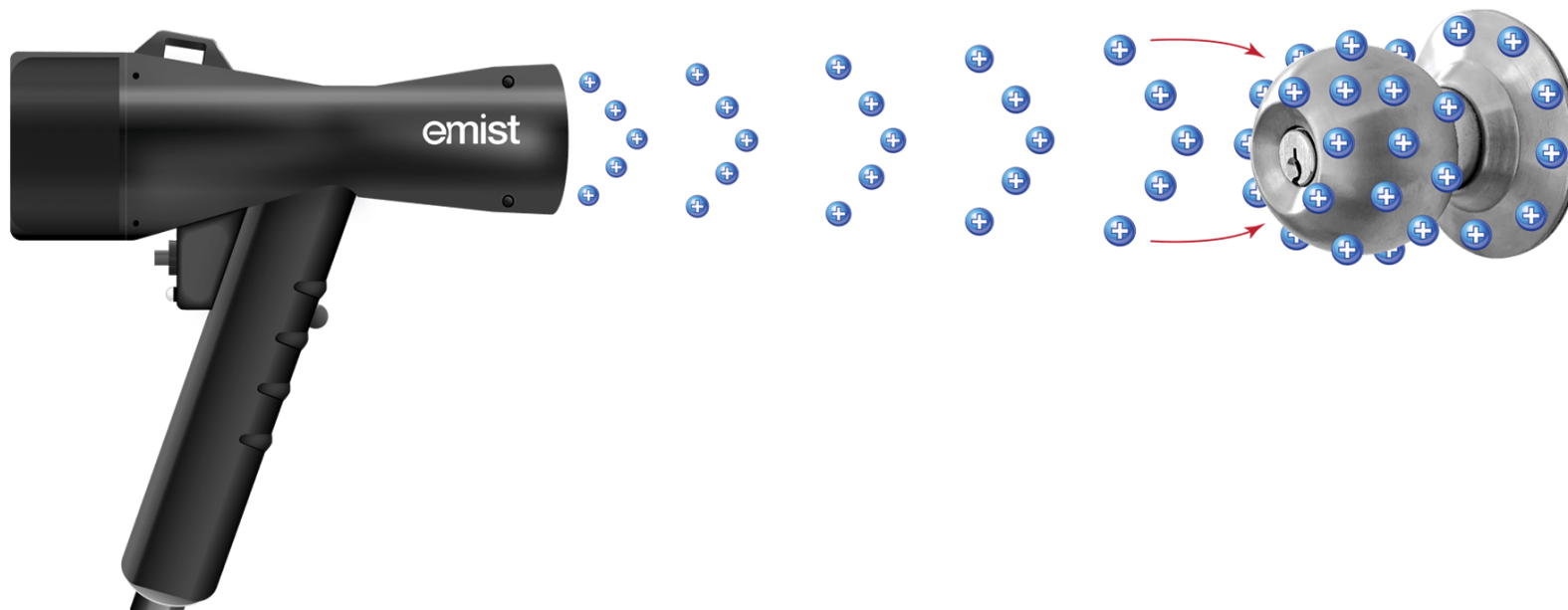
## CLEANING & SANITIZING PROTOCOL

Employees to sanitize the following areas frequently

- Hotel entry doors
- Employee smoking areas
- Exterior benches
- Trash bins
- All Front of House (FOH) restrooms to be sanitized frequently

## EMIST PROTOCOL

- Trained employees to disinfect using EMist machines
- All public areas to be disinfected prior to opening hours and/or at closings and monitored throughout the day as needed
- In between and throughout the day as needed



# FRONT OFFICE

## CLEANING & SANITIZING PROTOCOL

- Sanitize all guest touchpoints including EMV credit card devices, pens and registration countertops
- Room keys to be sanitized before stocking
- Offices, call centers, registration desks to be deep cleaned and sanitized upon a shift change

## PHYSICAL DISTANCING PROTOCOL

- Restructure stanchions to provide appropriate six-foot intervals
- Staff every other workstation



# HOUSEKEEPING

## CLEANING & SANITIZING PROTOCOL

- Carts and equipment to be sanitized at the start and end of each shift
- Guest linen will be removed from guest rooms in single use bags
- Back of house restrooms will be sanitized at least once every four hours
- House phones, in unsupervised/controlled areas, to be removed - HILTON

## EMIST PROTOCOL

- Trained employees to disinfect using EMist machines at every check-out
- Employee to add sealed sticker after completion

## PHYSICAL DISTANCING PROTOCOL

- Only one housekeeping attendant per room
- No housekeeping services provided for all stayovers unless requested



# HOUSEKEEPING

## DAILY HOUSEKEEPING PROTOCOL

Team members will not have access to room for daily housekeeping services. The “Cleaned with Confidence” seal is marked on every door to indicate that guest rooms have been disinfected and have not been accessed since they were cleaned. Requests, such as the delivery of food & beverage and clean towels will still be provided but will be left at the door.

## GUEST CONSIDERATIONS

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- Disposable collateral to be disposed and changed after each guest
- Refrigerators to remain in rooms and cleaned after each guest checkout
- Specific sanitation with EMist consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables and chairs
  - Phones, tablets and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors and frames
  - Lights and lighting controls
  - Hairdryers
  - In room safes
  - Iron and ironing boards
  - Closets, hangers and other amenities
  - Balcony furniture



# SPA & FITNESS CENTER

## CLOSED UNTIL FURTHER NOTICE

Alternative wellness options to be provided to guests as they are developed including outdoor wellness programming.

# FITNESS CENTER SOCIAL DISTANCING



FITNESS CENTER OCCUPANCY LIMITED TO 2 PERSONS



PLEASE KEEP A 6FT DISTANCE BETWEEN OCCUPANTS



WIPE DOWN ALL EQUIPMENT AFTER EACH USE



DISINFECT HANDS AFTER USE

# RESTAURANTS, BARS & LOUNGES

## CLEANING & SANITIZING PROTOCOL

- All employees to wear gloves and face coverings during shift
- Host podiums including all associated equipment to be sanitized frequently
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized frequently and logged by a manager
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift.
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized frequently
- Kitchens to be deep cleaned and sanitized frequently
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
- Protective shields to be installed at hostess stand and take out areas

## EMIST PROTOCOL

- Trained employees to disinfect using EMist machines
- All areas to be disinfected prior to opening hours and/or at closings and monitored throughout the day as needed



# RESTAURANTS, BARS & LOUNGES - CONT.

## PHYSICAL DISTANCING PROTOCOL

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- Reduce bar stool count to provide appropriate physical distancing
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced

## GUEST CONSIDERATIONS

- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped
- Bar snacks will be served per individual guest and not shared by the table

## ADDITIONAL EMPLOYEE DINING ROOM (EDR) PROTOCOLS

- No self-serve food available (including snacks)
- Food to be served by EDR cooks and line attendants
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware
- Trays and plates to be distributed by EDR attendants
- Extension of EDR sneeze guards



# NIGHTCLUBS

Pending guidance from local authorities and medical experts.

# IN ROOM DINING (IRD)

## **CLEANING & SANITIZING PROTOCOL**

- Will be moved to all disposable containers
- Employees assigned to individual stations will sanitize their stations and all equipment at least once per hour and at each change of shift
- Bus runners will knock and leave food at door
- Physical distancing protocol

## **PHYSICAL DISTANCING PROTOCOL**

Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table

## **GUEST CONSIDERATIONS**

Printed IRD menus to be removed and replaced with TV menus or one time use menus.



# CATERING & BANQUETS

## CLEANING & SANITIZING PROTOCOL

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in plastic bags out of the meeting rooms

## PHYSICAL DISTANCING PROTOCOL

- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

## GUEST CONSIDERATIONS

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans
- Create modified menus to showcase styles of service and items currently available

## EMIST PROTOCOL

- Trained employees to disinfect using EMist machines
- All public areas to be disinfected prior to event and and at closing

# SECURITY OPERATIONS

## CLEANING & SANITIZING PROTOCOL

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- Shift supervisors to log completed tasks

## PHYSICAL DISTANCING PROTOCOL

- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- Security officers to assist with enforcing physical distancing protocols in guest queuing areas as required

## GUEST CONSIDERATIONS

Security officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

# CASE REPORTING PROTOCOLS

## **IN HOUSE HOTEL GUESTS**

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

### **IF A GUEST REQUESTS TO RETURN TO THEIR ROOM:**

- A security supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The security supervisor will control the elevator to ensure no other visitors use the same cabin.
- Security will notify housekeeping and the elevator will be returned to service only after properly sanitized by housekeeping.
- Security will notify the Hotel Manager on Duty to double lock the room and not permit access until medical clearance is given and/or the room is properly sanitized.

### **IF THE GUEST DOES NOT RETURN TO THEIR ROOM:**

- Security will notify the hotel manager on duty to double lock the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
- Hotel management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

### **IF THE GUEST WITH AN ELEVATED TEMPERATURE IS SHARING THE ROOM OR HAS HAD CLOSE CONTACT WITH OTHER VISITORS:**

- The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- If a room is being used for self-isolation security will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

## **TRANSPORTATION**

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

## **INTERNAL REPORTING**

- The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.
- The report will be submitted to the head of Crisis Management.
- At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.
- The incident report will be updated as new information is available and when/if the visitor returns to property.