

## HEALTH & SAFETY PROGRAM

Allegretto Vineyard Resort is actively monitoring the state of the COVID-19 virus and has stepped up precautionary measures on preventing the spread of the NovelCoronavirus (COVID-19).

The safety of our guests and employees are of paramount importance to us. Allegretto Vineyard Resort will do everything that we can to ensure that our guests have a safe and pleasant stay. This Health and Safety program outlines all of the precautionary measures we have implemented to ensure your meetings and events are safe.

# A NOTE FROM THE OWNER

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At Allegretto Vineyard Resort, we care deeply for our family of employees and guests alike and understand their need to be reassured that their health and safety is at the forefront of our priorities. As we move to the next phase of our state's Stay-at-Home order where more businesses will be allowed to open and slightly larger gatherings will be allowed to occur with strict guidelines, we have devised a program that carefully outlines all of the measures that Allegretto is taking so that you can be confident that your stay with us will be in a safe environment.

This plan adheres to Cal/OSHA requirements and is guided by the Centers for Disease Control and Prevention and our county's Public Health Department, and presents what our employees will be doing, what cleaning products we use and sanitation protocols we have in place. It outlines how we will handle physical distancing, food and beverage preparation and serving, meetings and events, and what the new guest experience will look like.

Allegretto's Health and Safety Program will be continually updated as changes occur and as we incrementally reopen, there may be a need to pull back if a spike in Covid-19 cases occurs. For now, it is our hope that this plan will be reassuring for you so you can feel confident and relaxed during your stay with us.

- DOUGLAS AYRES

# HEALTH & SAFETY PROGRAM

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## 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 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 at all times. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

## HAND SANITIZER

Hand sanitizer dispensers will be placed at key guest and employee entrances, reception areas, hotel lobby, restaurant entrance, meeting and banquet spaces, elevator landings, and at the pool.

## HIGH EFFICIENCY DISINFECTATION MISTER

We have purchased a hospital-grade misting system to disinfect our rooms and public areas. This machine, the Kärcher® PS 4/7 Bp delivers disinfectant into hard-to-reach corners and crevices, improving coverage more efficiently and effectively than spray wipe methods. It is used with Vital Oxide® disinfectant which reduces the risk of infections by killing virus, bacteria and mold, faster, safer and quieter

## FRONT OF 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 HOUSE SIGNAGE

Signage will be posted throughout the resort 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.

# HEALTH & SAFETY PROGRAM

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## 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 San Luis Obispo County Public Health Department (SLOPHD). 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).

## CASE NOTIFICATION

If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the SLOPHD to follow the appropriate actions recommended by it.

## EMPLOYEE RESPONSIBILITIES

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Allegretto Resort's Employees are vital for an effective sanitation and health program.

### HAND WASHING

Correct hygiene and frequent hand washing with soap is vital to help combat the spread of virus. All 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, entering the hotel, going on break and before or after starting a shift.

### COVID-19 TRAINING

All employees have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

### 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 is mandatory. Every employee entering the resort is provided a mask and gloves which are required to wear while on property.

# THE GUEST EXPERIENCE

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A team member will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

## GUEST ARRIVAL

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet services are suspended until further notice.

## HOTEL 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 one family will be permitted to use the elevator at a time. Bellman will use the elevator separately.

## GUEST SANITATION AMENITIES

- Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
- A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

# CLEANING PRODUCTS & PROTOCOLS

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Our resort uses 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 & COMMUNAL AREAS

The frequency of cleaning and sanitizing 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 and flooring.

## LAUNDRY

All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility

## AIR FILTER & HVAC CLEANING

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

## HIGH EFFICIENCY DISINFECTION MISTER

We have purchased a hospital-grade misting system to disinfect our rooms and public areas. This machine, the Kärcher® PS 4/7 Bp delivers disinfectant into hard-to-reach corners and crevices, improving coverage more efficiently and effectively than spray wipe methods. It is used with Vital Oxide® disinfectant which reduces the risk of infections by killing virus, bacteria and mold, faster, safer and quieter.

# PHYSICAL DISTANCING

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Throughout the resort 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 monitored for appropriate physical distancing.

## HOTEL FRONT DESK & CONCIERGE

Agents are utilizing every other workstation to ensure separation between employees whenever possible.

## RESTAURANT & BAR

Restaurant and bar will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

## MEETING & EVENT SPACES

Meeting and banquet set-up arrangements allow for physical distancing between guests. Self-serve buffet style food service has been suspended and replaced by alternative service styles.

## POOL

Pool seating will be configured to allow for at least six feet of separation between groups of guests.

# CELLO RISTORANTE & BAR

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## CLEANING & SANITIZING PROTOCOL

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- Cashier (POS) terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers
- Check presenters, votives, pens and all other guest contact items to be sanitized after each use
- Menus to be single use
- Sanitize trays and tray stands after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods

## 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)
- Straws will not be provided
- Napkin service is suspended until further notice (no placing in a guest's lap or refolding)
- All food and beverage items to be placed on the table or other surface instead of being handed directly to a guest

# IN-ROOM DINING (IRD)

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## CLEANING & SANITIZING PROTOCOL

- All equipment will be sanitized prior to assigning for the shift
- IRD station equipment will be sanitized at least once per hour and at each change of shift
- Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

## PHYSICAL DISTANCING PROTOCOL

- Food is set 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
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

## GUEST CONSIDERATIONS

- Single-use printed IRD menus are placed in rooms
- Minibars to be locked, all loose product removed, and service suspended until further notice. Items will be available upon request from IRD.

# CATERING & BANQUETS

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## 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 sealed single use plastic bags into and out of the meeting rooms

## PHYSICAL DISTANCING PROTOCOL

- All buffet and self-serve style events to be suspended until further notice
- 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 to ensure appropriate physical distancing
- Individual bottled water will be provided in lieu of water carafes and water stations
- Physically distanced floor plans are available.
- Boxed meals available

## GUEST CONSIDERATION

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets).
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

## MEETINGS & EVENTS

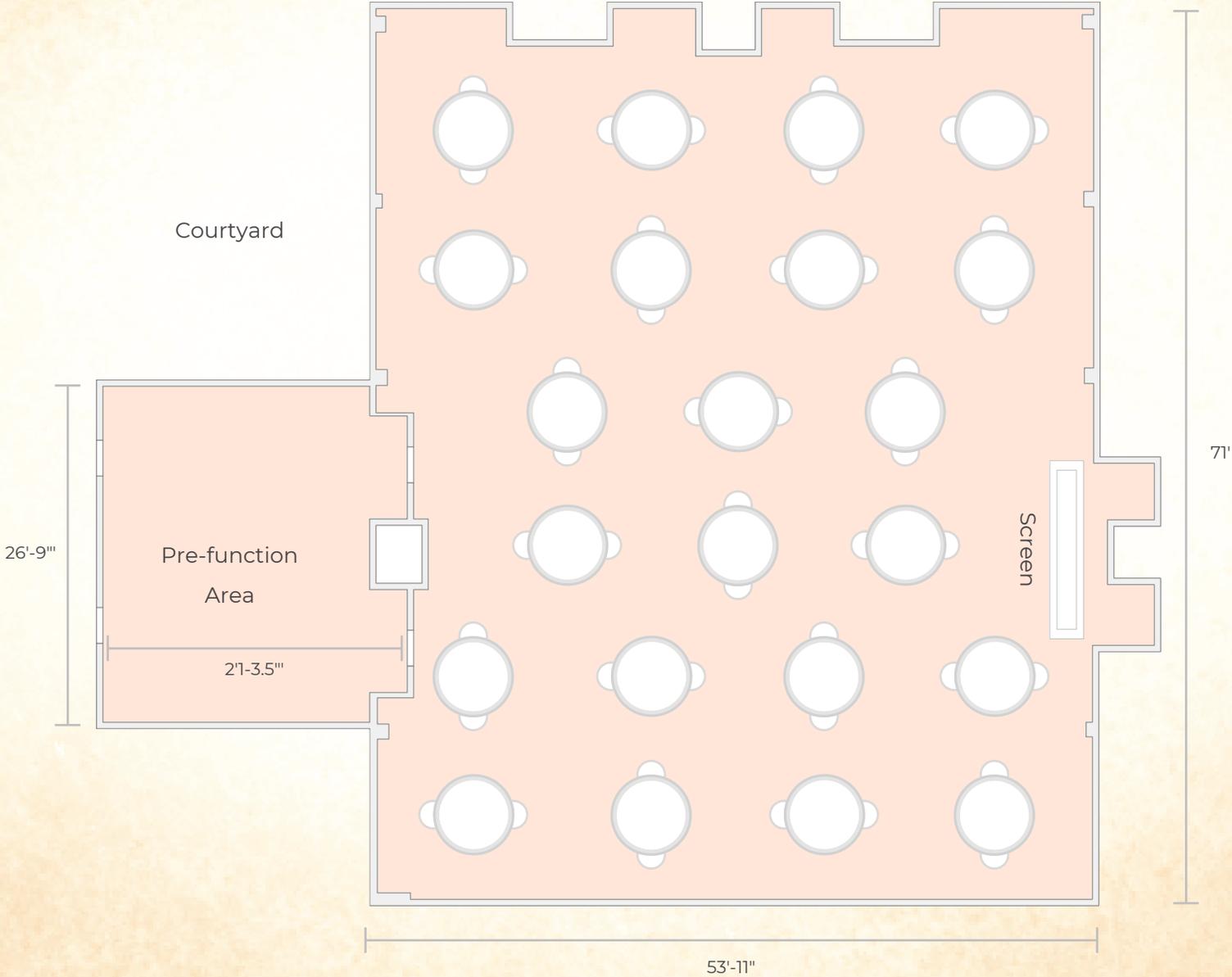
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Allegretto Vineyard Resort has the ability to accommodate up to 50 people for a gathering in a sanitized environment and set to adhere to the strict guidelines of physical distancing that keeps individuals 6 feet apart. See our meeting space spec sheet and diagrams for full details.

# VENETO BALLROOM

## ROUNDS

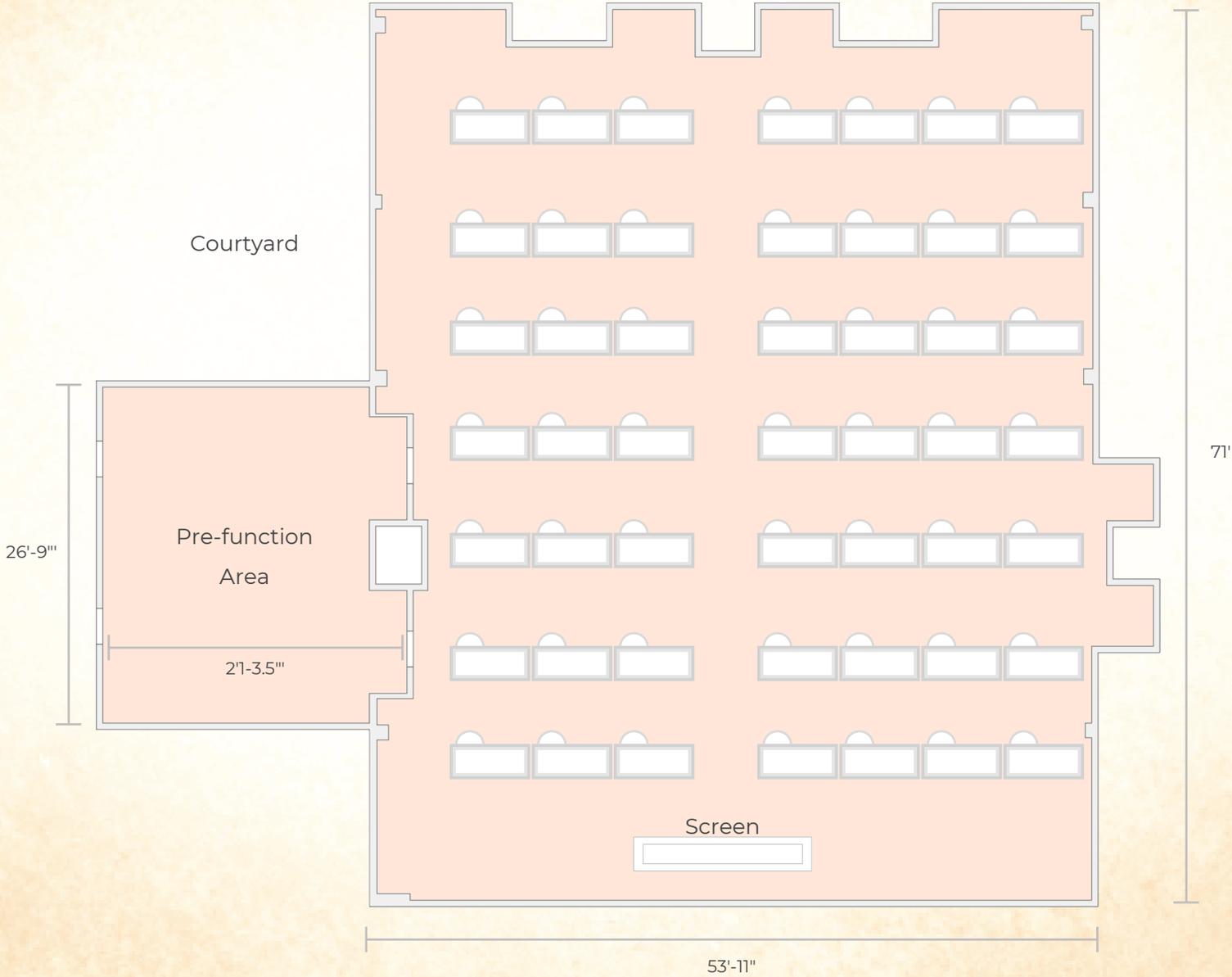
Seats 44



# VENETO BALLROOM

## CLASSROOM

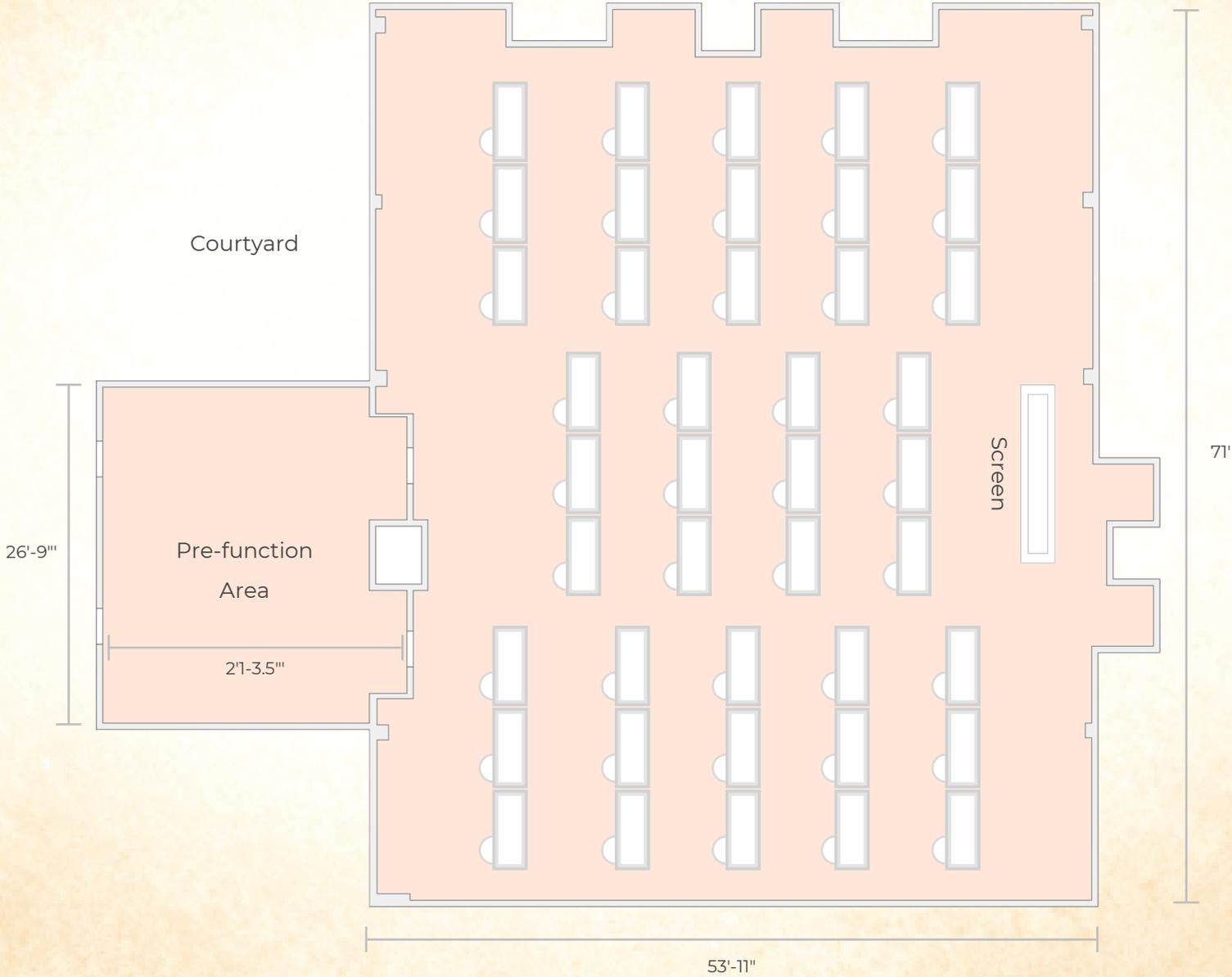
Seats 49



# VENETO BALLROOM

## CLASSROOM

Seats 49



# VENETO BALLROOM

## HOLLOW SQUARE

Seats 26

