



Stein Collection

Health, Safety and What to Expect

Winter Season 2020-2021

Dear Guests,

The Stein Collection is committed to putting the safety and security of our guests, residents, and team members as our number one priority. First and foremost, our thoughts are with those who have been affected by the ongoing pandemic and to the health care workers caring for them.

Understandably, your lives have changed and day to day expectations are certainly a little different. Rest assured, we have made every effort to enhance our health and safety precautions complying with the Centers for Disease Control and Prevention (CDC), state mandates and local health orders.

While we look forward to your visit, please note, a risk of exposure to the COVID-19 virus exists in any public place where guests are present.

During your stay, hotel, restaurant, on-Mountain activities, and other offerings may be limited, modified or unavailable. You will experience some changes; however, our legendary service will continue to create lasting memories.

The following pages illustrate operating guidelines and health safety measures implemented to safeguard our guests and our team as well as prevent the spread of COVID-19 in our community and our collection of properties.

We look forward to providing you a safe and enjoyable stay.

Sincerely,

Russ Olsen  
Chief Executive Officer



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## Mandate Mask-Wearing in Public Spaces

Utah's Governor and health officials have mandated all individuals living within or visiting Summit County wear a face mask or face shield while inside publicly accessed indoor establishments to prevent the spread of COVID-19.

Summit County includes all of Park City and Stein Collection Properties. (Health Order 2020-09)

Face Coverings or Face Shields Mandatory.

All individuals are required to wear face coverings that completely cover the nose and mouth in the following circumstances: Inside of, or in line to enter, any indoor space, which is open to members of the public. This includes transportation vehicles. Face Shields cover the entire face and eyes.

Face masks or face shields must be worn, indoor or outdoor, where the gathering is over fifty (50) people or more in any one location.

### Exemptions

Individuals age two years or under.

Individuals with medical condition, mental health condition or disability that prevents wearing a face covering.

Individuals who are hearing impaired, or communicating with an individual who is hearing impaired, where the ability to see the mouth is essential for communication.

Individuals who are obtaining a service involving the nose or face for which temporary removal of the face covering is necessary to perform the service.

Individuals who are seated at the restaurant or other establishments that offers food or beverage service, **while they are eating or drinking.**

Individuals who are purchasing a product or receiving a service that requires identification may briefly remove the face covering, as necessary, so that the retailer or service can verify the identity.

Face coverings do not need to be worn when individuals are engaged in strenuous physical exercise.

### Violations

Local law enforcement agencies are directed to enforce the order and violations will be considered as an infraction carrying a maximum penalty of \$750 fine and no jail time.



## Guest Health Attestation

By entering the premises, you are attesting that:

- You do not have COVID-19 infection and are not currently experiencing or displaying, and have not in the last 14 days experienced or displayed, any of the following symptoms:
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
  
- You have not in the last 14 days had any close contact (as defined by the CDC) with anyone who is either confirmed or suspected of being infected with COVID-19, including anyone who was experience or displaying any of the known symptoms of COVID-19

We are restricting access to all Stein Collection properties for anyone with knowledge that they have a COVID-19 infection or have recently been exposed to the virus.



## Health Practices

According to the CDC, the best way to prevent illness is to avoid being exposed to a virus.

Everyone Should:

Wear a face mask while in any indoor public space throughout Park City and at any Stein Collection Property. (see page on mandatory masks for exceptions)

Wash your hands often

- Wash your hand often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces with your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid Close Contact

- Avoid close contact with people who exhibit any type of illness.
- Remember that some people without symptoms may be able to spread the virus.
- Stay at least 6 feet between yourself and other people.

Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to other even if you do not feel sick.
- The cloth face cover is meant to protect other people in case you are infected.
- Continue to keep 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of you elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.

Monitor Your Health

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19 found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- Take your temperature if symptoms develop.
- Follow CDC guidance if symptoms develop at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.



## Guest Experience

### Guests

- Will have hand sanitizer available and advised to wear a mask per state and county guidelines
- Must wear a face mask as outlined in this document
- Overnight hotel guests will receive a complimentary kit featuring hand sanitizer, two disposable face masks, and a hygiene door opener
- Will be asked to maintain social distancing in public settings
- Appropriate signage will also be prominently displayed outlining physical distancing practices in use throughout the resort.
- Guests will be expected to adhere to all safety standards and staff directives.

### Reservations

- Due to Social Distancing requirements occupancy/seating will be reduced with many outlets and activities. Reservations are required to ensure health safety guidelines and service levels are observed.
- As a guest, please ensure you have reserved the following in advance:
  - Lift tickets and ski lesson must be reserved directly with Deer Valley (<https://www.deervalley.com/plan-your-trip/tickets-and-passes>).
  - Restaurant reservations for lunch and dinner.
  - Spa treatments, Transportation needs, and Other activities.

### Arrival and Departure

- Staff will adhere to strict hygiene measures and comply with Personal Protective Equipment (PPE) guidelines.
- Valet services offered.
- Luggage placed and retrieved from room made optional.
- Electronic check-out recommended.

### Elevator Use

- Unless of the same family, no more than two total persons in an elevator at one time (including staff members).

### Guest Rooms

- Guests may opt out of daily housekeeping service by using their DO NOT DISTURB privacy sign.
- Daily housekeeping service will only be performed when guest is NOT occupying room.
- Nightly Turndown is suspended, and special requests made available.
- Room collateral is available upon request.
- Specific sanitation consideration in following guest room areas:
  - Desks, counter tops, tables and chairs, Phones and TV remotes, thermostats and safes, cabinetry, pulls and hardware, doors and doorknobs, bathroom vanities, fixtures, hardware and accessories, windows, mirrors and frames, lights and lighting controls closets, hangers and other amenities, mini refrigerators, microwaves and kitchens.



## Team Member Practices

### Training

- All team members have received training on COVID-19 safety and sanitation protocols.
- No-touch thermometers and COVID surveys will be used to check all team members before returning to work and during daily staff meetings.
- Training on how to properly use and dispose of all PPE will be mandatory.

### Protocols

- All staff will maintain social distancing when in public settings
- Staff will wear a face mask in all areas with exceptions noted in Health Order 2020-09
- Staff will not shake hands.
- All team members will follow strict hygiene standards, including:
  - Wash hands frequently with soap and water for at least 20 seconds.
  - Use hand sanitizer frequently.
  - Avoid touching your face.
  - Cover coughs or sneezes (e.g. into a tissue, sleeve, or elbow; not hands).
  - Regularly clean high-touch surfaces (e.g. door handles, counters, light switches, remote controls, restroom surfaces).
  - Follow any other standards promulgated by the Centers for Disease Control and Prevention (CDC), the Utah Department of Health, and local health department.

### Cleaning and Disinfecting

- Our hotel uses cleaning products and procedures which meet federal and health guidelines are approved for use and effective against viruses.
- The frequency of cleaning and sanitizing has been increased in all public and back of house spaces with an emphasis on frequent contact surfaces including, but not limited to, reception and guest service counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.

### Personal Protective Equipment (PPE) – compliance will state and local health guidelines

- Protective masks are provided to all team members and worn indoors, during interactions and worn when social distancing is difficult to maintain.
- Gloves will be provided to team members based on their role and responsibilities and in adherence to state, local and SELMC regulations and guidance.

### Hand sanitizer

- Will be placed at key guest and staff entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons, and exercise areas.



## Food and Beverage Service

### General Information

- All dining outlets in compliance with state and local health guidelines.
- Reservations will be highly recommended and should be made in advance to accommodate change in occupancy.
- Tables will be limited to groups of 10, preferably members of the same household.
- Groups of patrons at tables must maintain a distance of 6 feet from patrons of other parties.
- Restaurants will have closing periods for cleaning and disinfecting. Cleaning and disinfecting include all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces.
- Menus are single use or available via QR code.
- Kitchens will be deep cleaned daily and sanitized between meal periods.
- Food and Beverage will only be served in dining facilities.
- Common areas will be utilized as waiting areas where social distancing can be maintained.

### Room Service

- Room service will be delivered to room and either dropped outside or in room. Room service will not be “set up” reducing health safety risks between guests and staff.
- Breakfast available from 7am – 10am.
- Lunch available from 11am – 230pm.
- Après Ski available from 3:30pm – 5pm.
- Dinner available from 5pm – 12 Midnight.

### **In-House guest reservations highly recommended for lunch and dinner during your stay.**

Troll Hallen Lounge – please note, there is a hard stop between all meal periods for cleaning.

- Lunch available from 11am – 2:30pm.
- Après Ski available from 3:30pm – 5pm.
- Dinner available from 6pm – 12am.

### Glitretind Restaurant

- Breakfast available from 7am – 10am.
  - Available only to hotel guests.
  - Served “family style” and a la carte.
- Lunch available from 11am-2:30pm.
  - Reservations only available to hotel guests and Stein Collection property guests.
- Skier Buffet available Monday through Saturday from 11am – 230pm
  - Served “family style”.
  - Reservations only available to hotel guests and Stein Collection property guests.
- Sunday Brunch available from 11am – 2pm.
  - Served family style.
  - Reservations available for all guests.
- Dinner available from 6pm-9pm.



## Amenities and Outlets

### Champions Club

- Arcade game room available from 8am – 9pm for hotel guests only.
- Lunch available from 11am – 330pm.
  - Seating available for hotel guest only.
  - Take-out available for Stein Collection guests.
- Dinner available from 4pm – 8pm.
- Seating available for hotel guests only.
- Take-out available or Stein Collection guests.

### First Tracks Kaffe

- Open from 7:30am – 4:30pm.

### Freestyle Theater

- Social distancing with seating for 24 guests.
- Available to hotel guests only.
- Food and beverage temporarily unavailable.

### Hotel Shuttles

- Transportation Services are available: high touch surfaces inside vehicles are disinfected before and after each use.
- Unless of the same family, no more than four guests will be permitted per SUV and larger passenger vehicles limited to 50% occupancy.
- Shuttle service to and from Main Street Park City will be “on demand”.

### Shipping and Receiving

- Staff will automatically deliver items to room unless guest advises otherwise.

### Ski Locker Room

- Occupancy will be monitored to ensure lockers are social distanced.
- Ski locker room use will be limited to less than 15 minutes.

### Stein Sport

- Hours from 8am – 6pm.
- Occupancy reduced in ski shop to allow for social distancing.
- Ski rental reservations recommended.

### Deer Valley Ticket Office

- Hours of operation from 830am – 5pm.
- Lift tickets must be purchased in advance and only online (<https://www.deervalley.com/plan-your-trip/tickets-and-passes>).
- Lift tickets will NOT be sold at onsite ticket office.
- Guest must present ID and all charges will be paid with a credit card.



## Pool and Spa

### Pool and outdoor Hot Tubs

- Open with operations at a reduced capacity that enables appropriate social distancing.
- Pool hours from 830am – 9pm.
- Guest key access required.

### Fitness Center

- Team members will go through symptom checking before every shift.
- Space capacity is limited to ensure social distancing.
- Fitness center hours 5am – 7pm.
- Guest key access required.
- Personal training is unavailable.

### Spa Facility

- Symptoms will be meticulously monitored, and team members will go through symptom checking before every shift.
- Strict hygiene protocols instituted.
- Spa hours from 930am to 630pm.
- Spa services available from 10am – 5pm (last service at 5pm).
- The following treatments are available: massages, body treatments, facials, hair appointments, manicures, and pedicures.
- Locker room use:
  - Available only to guests with spa treatments.
  - Steam room is unavailable.
  - Sauna is unavailable.
  - Hot plunge and Cold plunge available with limited occupancy.
- Group Wellness classes have been suspended.
  - Private wellness classes can be reserved through the spa.
- Guests must arrive dressed for treatments.
- Both service provider and guest will wear face coverings with exception given to guests when mask interferes with service.



### Conferences, Events and Weddings

- Events are allowed with increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met.
- Social Distancing Guidelines will apply.
- Face masks are required in all public indoor settings and outdoor settings when physical distancing is not feasible.
- Restrooms will be sanitized at a minimum, once per hour, during events.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate social distancing follows local County guidelines.
- Room capacity may be reduced to ensure social distancing requirements.
- All buffet stations will be staffed by hotel employee, who serves the guest.
- Cash bars will be temporarily discontinued.
- Guests will be required to sanitize hands before entering an event space.
- A hotel attendant will be provided for all meeting breaks and beverage stations.
- Completion of an Event Management Template is required.



## Health Resources

Centers for Disease Control and Prevention

<https://www.cdc.gov/>

Utah Department of Health

<https://health.utah.gov/>

Summit County Health Department

<https://summitcountyhealth.org/>

U.S. Travel Association

<https://www.ustravel.org/>