



Monte Carlo Inns™
Your home away from home™
montecarloinns.com

Dear Loyal Monte Carlo Inns Guest,

Your health, welfare and safety are extremely important to us when you stay at the Monte Carlo Inns. With the coronavirus disease (COVID-19) dominating the news, I wanted to personally reach out and let you know that we have implemented increased guest room and hotel common area cleaning protocols and processes.

We are closely monitoring the guidance of the World Health Organization and national, regional and local health authorities regarding the spread of the virus and have improved processes for protecting the health, welfare and safety of our customers and associates.

Here are some highlights:

- We have enhanced techniques used to clean guest rooms after each stay. Our hotels are paying particular attention to high volume touch point areas including key cards, public area computers, elevator doors and buttons, door handles, locks and latches, light switches, desk surfaces, telephones, television remote controls, and bathroom fixture handles.
- Our Hotels have heightened sanitizing attention to all common areas, such as the front desk, breakfast room furniture and service items, and fitness center equipment.
- Closely monitoring guests that are showing flu-like symptoms and requiring that they consult a doctor or seek medical care.

In addition, we are taking steps to ensure the welfare of our associates. This includes:

- If they, and/or an immediate family member is not feeling well, we ask that they stay home to avoid passing it to others.
- Keep their hands clean and wash their hands properly. We ask that they use hand sanitizer whenever possible.
- Regularly wiping down and sanitizing their workspace.
- Maintain a healthy lifestyle (proper diet, sleep and exercise) to help keep their immune system strong.
- Most importantly, if they have flu-like symptoms, they are advised to consult a doctor and seek medical care.

If you have an existing reservation, we look forward to seeing you and want to reassure you that we are taking every reasonable precaution to promote a safe and healthy environment.

Your health and well-being are our highest priority and we truly appreciate the trust that you place in us when staying at the Monte Carlo Inns

Sincerely,

Domenic Meffe
President and CEO