



BOSTON HARBOR HOTEL

Beyond compare.

BOSTON HARBOR HOTEL HEALTH & SAFETY GUIDELINES

Updated: March 18, 2021

SUMMARY OF ENHANCED HEALTH & SAFETY GUIDELINES

Take comfort in knowing the Boston Harbor Hotel's highest priority remains the health and safety of our associates, guests, neighbors, family & friends. Whether you have an existing reservation with us, or are considering a future visit to our hotel, please know that we have escalated our health & safety precautions to ensure that everything we do meets or exceeds the guidelines set by both the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We will continue to elevate our standards as best practices evolve.

I.	A Message from General Manager & Managing Director, Stephen Johnston	3
II.	Third-Party Certifications	4
III.	Health & Safety	4-5
IV.	Cleaning Guidelines	5-6
V.	Guest Experience	6-9

I. A MESSAGE FROM STEPHEN JOHNSTON

The Boston Harbor Hotel suspended operations on March 21, 2020 due to the COVID-19 pandemic. Since then, we have been working hard as we prepare to reopen the hotel this summer.

As we welcome you back to the hotel, we are committed to providing you with a safe environment so that you can enjoy your visit to Boston, knowing that we have comprehensively studied every aspect of our business to ensure that we are following the best advice offered by city, state and federal agencies.

Where necessary, we have modified our operation to enhance cleanliness and promote appropriate social distancing. For those of you who visit us regularly, you will find changes both subtle and significant, and there are a handful of services that have been temporarily suspended pending future guidance. This guide summarizes what you should expect when you visit us.

You have always trusted the team at the Boston Harbor Hotel to do the right things for our guests, and we are confident that your trust in us will continue as we navigate this new normal. We will actively monitor and amend our operation to ensure a continued focus on the health and safety of our guests and associates. On behalf of our entire team at the Boston Harbor Hotel, we cannot thank you enough for your continued trust and loyalty.

When you're ready, we look forward to delivering the same great *Beyond Compare* hospitality you've come to know and love at our waterfront hotel – an iconic beacon of hope for the city of Boston.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Johnston", with a large, loopy flourish above the name.

Stephen Johnston
General Manager & Managing Director

II. THIRD-PARTY CERTIFICATIONS

Guests can ensure that Boston Harbor Hotel remains compliant, and the safety protocols have been audited by trusted third-parties, while continually managing future risk.

- **Bureau Veritas Safe Guard Hygiene Excellence and Safety Label:** Boston Harbor Hotel is proud to partner with Bureau Veritas, a world leader in testing, inspection and certification services on the Safe Guard™ Hygiene Excellence Program, a safety and hygiene program designed to support the operational restart activities of the hospitality industry. By partnering with Bureau Veritas—and earning the Bureau Veritas Safe Guard Hygiene Excellence and Safety Label—guests can rest assured that our hotel remains compliant. For more information, visit www.bvna.com.
- **AAA Best of Housekeeping:** You can feel confident booking a AAA’s Best of Housekeeping property. These make up the top 25 percent of AAA Diamond designated properties that go above and beyond in housekeeping services. While all AAA designated accommodations undergo regular, unannounced inspections and are checked for cleanliness and physical conditions, properties that earn a Best of Housekeeping badge must receive excellent scores for two consecutive inspections and have no member complaints for the previous 12 months.
- **Sharecare Health Security Facility Certification:** Sharecare is the leading digital health company that helps people – no matter where they are in their health journey – unify and manage all their health in one place. Sharecare Health Security verification with Forbes Travel Guide gives travelers an added layer of confidence that the hotels where they stay are committed to health security at a time when they absolutely need it.



III. HEALTH & SAFETY

The health and safety of our guests and employees is the Boston Harbor Hotel’s top priority.

- **Employee Personal Protective Equipment:** PPE will be worn by all employees based on their role and responsibilities and in adherence to state and/or local regulations, whichever is the more rigorous standard. Every employee entering the hotel will be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them.

- **Guest Personal Protective Equipment:** Guests will be required to wear masks in all public spaces, including restaurants and bars and during all interactions with hotel associates including during in room dining service. Masks will be available upon request.
- **Physical Distancing:** Our public spaces will be structured and managed in a manner to ensure proper physical distancing guidelines are in place. Employees will be reminded to not touch their face, wash hands frequently and maintain distance from each other and from guests whenever possible. Larger departments will stagger employee arrival times to protect against crowding.
- **Sanitization:** Hand sanitizer will be placed throughout the hotel; all public areas, lobby, meeting rooms, restaurant and reception areas.
- **Signage:** Proper signage will be placed throughout the hotel reminding guests and employees of the proper way to wear, handle and dispose of masks, use of gloves, the importance of keeping hands away from their faces and correct hand washing procedures.
- **Employee & Guest Health Awareness:** Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify hotel management.
- **Employee Training:** Our employees have received the proper training regarding sensitivity to needs and concerns of guests, in addition on how to respond and report all presumed cases of COVID-19 on property to City of Boston Department of Health.
- **Case Tracing:** If the Boston Harbor Hotel is notified of a potential case of COVID-19, we will follow the recommendations of the City of Boston Department of Health.

IV. CLEANING GUIDELINES

Boston Harbor Hotel uses Ecolab cleaning products and protocols which meet all EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne & bloodborne pathogens.

- **Public Spaces and Communal Areas:** The frequency of cleaning and sanitizing has been increased in all public areas with an emphasis on frequent contact surfaces including, but not limited to, front desk counter, concierge desk, elevators and elevator controls, door handles, public bathrooms, room keys and locks, gym equipment, dining surfaces and seating areas.
- **Guest Rooms:** BHH will continue to use industry leading cleaning and sanitizing protocols to clean guest rooms, with particular attention paid to high-touch items such as 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. All Cleaning Supplies meet CDC and Boston Health Department COVID-19 Guidelines.

- **Laundry:** Unless a guest chooses not to receive daily housekeeping service, all bed linen and laundry will be changed daily and will 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.
- **Heart of the House:** The frequency of cleaning and sanitizing will also increase in high traffic, heart of the house areas, with an emphasis on the employee cafeteria, employee entrances, uniform rooms, restrooms, loading dock, offices, kitchens, security stations and employee training rooms. Shared materials and equipment will be sanitized before, during and after each shift or anytime equipment is transferred to a new employee.
- **COVID-19 Room Recovery:** In the event that a potential case of COVID-19 is reported, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will be returned to service after undergoing sanitization protocol by a third-party expert approved by the City of Boston Department of Health.
- **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. The filters at Rowes Wharf meet the ASHRAE standard.

V. GUEST EXPERIENCE

Health and safety precautions related to the containment of potential exposure to the COVID-19 virus will alter some aspects of the traditional guest experience at The Boston Harbor Hotel.

- **Guest Arrival –**
 - In efforts to respect social distancing, doormen will not open the doors of cars or taxis
 - All doors will either be manually opened for guests by hotel staff or propped open to ensure contact with the surface is not necessary
 - If bell service is requested, the bell cart will be sanitized after each guest is assisted
 - Although valet services will be suspended until further notice, guests will be directed to self-park at the Rowes Wharf Garage within the hotel's complex
 - Boston Harbor Hotel's house car service has been suspended until further notice. Concierge is available between 9am and 5pm daily to assist with additional transportation options.
 - Queues will be formed to reflect 6' Social Distancing
 - Turndown Service has been suspended until further notice
 - Contactless checkout is available for guests on the guest room ipad

- **Guest Elevators –**
 - An employee will be present to sanitize the button panels at regular intervals
 - Two guests will be permitted in an elevator at a time to respect social distancing

- **Guest Sanitation Amenities –**
 - Sanitation kits are provided in each room for guest use and include hand sanitizer, alcohol wipes and disposable masks
 - Sanitizer wipes will be provided in each guest room key packet at check-in

- **Guest Room/Amenities –**
 - Housekeepers will make a concerted effort to minimize contact with guests while cleaning hotel rooms. Will offer to return at an alternate time for occupied rooms.
 - All reusable collateral to be removed from rooms. Critical information to be placed on personal in-room iPad with access to hotel services and amenities.
 - Newspapers and magazines will electronically be offered through press-reader on the in-room iPad or personal device. No physical papers or magazines will be placed in-room.
 - Extra pillows and blankets stored in the guest room closets will be available upon guest request
 - All guest amenities to be packaged before being placed in room
 - Luxurious Frette linen bathrobes to be folded and placed in individual, sealed bags within the closet for guest use
 - All glassware and wine opener will be sanitized and placed in sealed, plastic bags
 - Nespresso coffee machine within each guestroom offer four different blends
 - Premium minibar available for use

- **Health Club/Spa –**
 - Rowes Wharf Health Club's indoor pool and gym are available to hotel guests
 - Face coverings are required at all times with exception to pool usage
 - Spa services, changing rooms, relaxation room, lounge, showers, steam room, and saunas will not be open at this time
 - Some machines have been temporarily suspended to ensure appropriate distancing
 - Gym users will need to bring their own workout wear and sweat towels for each visit

- **Restaurants and Bars –**
 - Outdoor dining is available at Rowes Wharf Sea Grille, weather permitting
 - Restaurant and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests
 - Host and managers will manage physical distance at entries, waiting areas and queues in addition to stanchions and signage
 - All servers will be trained to keep a comfortable distance from guests while still being able to

maintain a proper conversation

- All self-serve food & beverage i.e. complimentary coffee station and weekend breakfast buffet will be discontinued until further notice
- All straws to be wrapped
- All menus will be presented on single use, card stock paper or through a QR code
- Single use paper napkins and plastic silverware will be available upon request
- The server will encourage the guest to allow them to pour bottled beverage rather than pour for themselves. If the guest is comfortable pouring their own beverages they are welcome to however to limit potential spread of bacteria we encourage our guests to allow our servers to pour all bottled beverages.

- **In Room Dining –**

- In-room Dining is available for guests to enjoy from 6:30 AM – 10:00 PM daily
- All servers will be required to wear masks and gloves when entering guest room
- Guests can request for server not to enter room, at which point food will be left on tables in hallway and guest will be notified when table is outside
- All meals have the option to be served with single use paper napkin, plastic containers and plastic utensils
- All condiments will be single use, to be discarded after service

- **Sales and Catering –**

- Conference room doors, tables, chairs, light switches and other equipment will be sanitized after each group.
- Hand Sanitization products will be available in all meeting rooms
- Masks will be available for guests upon request
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows City of Boston Department of Health and CDC guidelines
- Site inspections and meetings will be done virtually and/or with appropriate physical distance requirements
- Physically distanced floor plans will be recommended with seating being 6ft apart depending on floor plan preference
- Signage will be displayed outside of all meetings and events reminding guests of appropriate physical distancing guidelines

- **Meeting and Event Spaces –**

- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on City of Boston Department of Health and CDC recommendations
- Buffet style food and beverage service will be replaced with food stations set with individually

portioned menu items

- Bar service will be managed to ensure appropriate physical distancing. Passed beverage service will be recommended.
- Individual bottled water will be provided in lieu of shared bottles or pitchers
- Single use disposable flatware and food containers are available for service upon request
- Banquets will only serve single use condiments to be discarded after every use
- All banquet seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing