



## OUR HYGIENE & SAFETY POLICY

In addition to ensuring your stay is memorable, our priority is to ensure the well-being and safety of our entire Kimberly family - you, our guest, as well as our team members. To do so, we will continue to monitor guidelines set by the CDC, the WHO and the State of New York and follow their recommendations.

Here are the steps we are taking:

1. We will check the temperature of each guest arriving at our doors as well as each employee coming into the building.
2. Our doorman will welcome you from a distance and check your temperature on arrival. He will open the door for you and, if you would like, sanitize your luggage.
3. There will be automatic dispensers with hand sanitizer available in the lobby and restaurant areas which you may use prior to checking in and throughout your stay with us. Our employees are required to wash their hands frequently.
4. Our floors will be marked to ensure social distancing in public areas.
5. All staff will wear masks and we ask our guests to do the same.
6. We have installed Plexiglas dividers at the Front Desk for everyone's safety. We encourage you to handle your payment with our reservations team prior to your arrival so that we may be able to minimize contact. Our Front Desk will issue a pre-packaged PPE kit (mask, hand-sanitizer and wipes) with a sanitized room key upon arrival. You may check out by simply dropping off your key in the drop-box so it may be sanitized.
7. We will sanitize the counter and any pens used after each check-in.
8. We will regularly sanitize all high traffic areas accessible by guests: lobby, elevator buttons and rails etc.
9. Guests may choose to have their usual daily service, or may opt not to have service if they prefer. To receive service you will need to set up a specific time for our housekeeping team to visit your room in order to minimize contact.
10. As a recipient of the 2019/2020 of the Best in Housekeeping Award, we have always taken our methods and standards for cleanliness very seriously, but we are now taking additional steps

according to the latest recommendations from the CDC. This includes a more frequent schedule designed to disinfect high touch points in our guest rooms and public areas, as well as removing some of our in-room amenities (all available upon request) and providing daily in-room services based upon your preference. Touch points will include (but are not limited to) the telephone, clock radio, remote control, temperature control panels, doorknobs, light switches, lamps, furniture knobs, desk, tables, chairs, kitchen gadgets, closets, drapery pulls and switches, tissue box, hairdryer, amenity tray, soap dish, toilet handle, faucets, iron and ironing board, luggage rack and hangers.

11. Amenities such as mini bar items, robes, extra pillows, slippers will be removed from each room and delivered upon request.
12. All magazines, menus, guest directories and paper products will be removed from the room. We will send you menu information in a PDF format via text or email upon arrival.

## **RESTAURANTS**

1. A new seating plan has been developed for our restaurants and rooftop lounge so that social distancing may be observed.
2. Each new reservation will receive QR codes with menus, or have the option of using freshly printed, one-time use menus, which will be disposed of for environmental recycling after each use.
3. Fresh settings will be placed at each table after patrons are seated.
4. Tables and chairs will be thoroughly sanitized after each use.
5. Servers will wear masks and gloves and will offer sanitized pens when needed for signature.
6. Beverages will have individually wrapped paper straws.
7. State imposed gathering maximums will be observed in the lounge for daily use as well as for private functions.
8. Only an a la carte menu will be served for breakfast; our buffet breakfast has been discontinued.
9. Afternoon tea and coffee offerings will be changed to individually wrapped items.

**These steps may continue to evolve and are subject to change based on government regulations.**