



BOSTON HARBOR HOTEL

Beyond compare.

BOSTON HARBOR HOTEL HEALTH & SAFETY GUIDELINES

Effective: May 29, 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

I. A MESSAGE FROM STEPHEN JOHNSTON

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. 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 a return to full operations. 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 working indoors through 6/30/21. 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:** Fully vaccinated guests are no longer required to wear masks within the hotel (effective 5/29/21). Guests not fully vaccinated are expected to wear masks in all public areas, indoors and outdoors, including restaurants and bars and during all interactions with

hotel associates including during in room dining service. Associates will not validate or require proof of vaccination status of our guests, nor will they ask guests to wear face coverings. We appreciate guests abiding by the honor system when it comes to mask use. Masks will be available upon request.

- **Sanitization:** Hand sanitizer will be placed throughout the hotel; all public areas, lobby, meeting rooms, restaurant and reception areas.
- **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.

- **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 –**
 - Valet services are currently suspended until further notice, and guests will be directed to self-park at the Rowes Wharf Garage within the hotel’s complex. We hope to reintroduce full valet service later in 2021.
 - 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.
 - Turndown Service has been suspended. We expect to reintroduce this service later in 2021.
 - Contactless checkout is available for guests on the guest room iPad
- **Guest Sanitation Amenities –**
 - Sanitizer wipes will be provided in each guest room key packet at check-in
- **Health Club/Spa –**
 - Rowes Wharf Health Club’s indoor pool and gym are available to hotel guests
 - Spa services, changing rooms, relaxation room, lounge, showers, steam room, and saunas are currently closed. These services will return later in 2021.
 - Gym users will need to bring their own workout wear for each visit. However, if you do not have your own workout wear, our Concierge can provide this to you.
- **In Room Dining –**
 - In-room Dining is available for guests to enjoy from 6:30 AM – 10:00 PM daily
 - 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