



ADAPTING OPERATIONS

July 2020 Quarterly Board Meeting

General Protocols

Masks Required

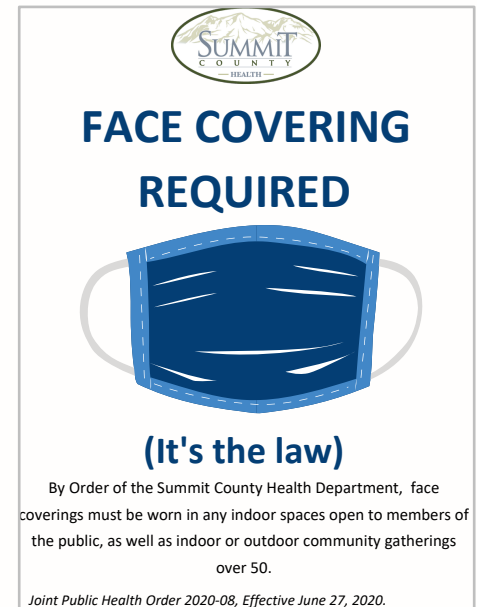
- Masks are required for all employees
- Owners and guests are also required to wear masks by order of Summit County Health Department
- Signage is found by entrances to the building and at the front desk
- Masks are available upon request

Physical Distancing

- Owners and guests are asked to follow state and county guidelines for physical distancing
- Restricted to one person entering the lobby

Reduce High-Touch Items

- Brochures at front desk
- Water dispenser, granola and sunscreen in lobby
- Condiments, utensils and napkins in First Tracks
- Ice machines
- Items in units



Housekeeping Protocols

Item Removal

- Bar soap replaced with pump
- Magazines
- Compendiums
- Note pads & pens
- Robes
- Sofa sleeper sets
- Napkins & placemats
- Items available for pickup or delivery

Eliminating Direct Contact

- Items delivered to rooms will be left outside the door
- Gloves and masks will be worn when delivering items to rooms

Housekeeping Protocols

Laundry

- Gloves must be worn when handling clean or dirty linen
- Linen and towels will be washed in accordance with CDC guidelines
- Must not shake dirty linens and towels to minimize the possibility of dispersing airborne contaminants.
- To strip beds, roll top sheets back to look for any owner or guest items left behind, loosen sheets and remove with as little agitation as possible from the room.
- Dirty linen will be bagged in the unit to eliminate excess contact while being transported to the laundry facility.
- Clean and disinfect laundry carts for transporting laundry

Housekeeping Protocols

Cleaning and Disinfecting

Focus on High-Touch Surfaces

- Gloves must be worn when servicing rooms
- Tools must be cleaned and disinfected before and after each use
- All dishes must be washed between owner or guest stays even if they are clean and in cupboards
- Bathroom amenities
- Remote controls
- Handles - door, toilet, closet, drawers, faucet
- Telephones
- Light switches
- Nightstands
- Thermostats
- Iron handles
- Hangers
- Drapery handles
- Alarm clocks



Front Desk and First Tracks Café

Contactless Check-In

- Owners and guests asked to hold up IDs
- Pens and clipboards sanitized for registration paperwork
- Room keys will be placed on counter rather than handed to owners & guests

Setup

- Plexiglass
- Physical distancing workstations
- Sanitizer stations
- Physical distancing signage in at front desk and First Tracks Café

Cleaning and Disinfecting High-Touch Items

- Counters
- Pens
- Check presenters or clipboards
- Keyboards, mice, touchscreens
- Telephones
- Door handles
- Luggage Carts sanitized before and after use
- Room keys – dirty key bin for check outs



Market Trends

Forecasts

- US Travel Association - 2024
- Smith Travel Research - 2024

Positives

- Rates
- Faster market recovery than 9/11 and housing crisis
- Groups rebooking
- Condo demand