



July 1, 2020

Dear Valued Guests,

We are excited to welcome you back to The Thayer Hotel and West Point. Our number one priority is your health, safety and well-being. Rest assured, our team has been monitoring the impact of the novel coronavirus (COVID-19) and are paying close attention to recommendations from the WHO, the Centers for Disease Control, and the West Point Department of Public Health as we take measures to ensure your safety and protection while you stay with us. New York has issued a temporary travel advisory for anyone visiting New York from states that have significant community spread. Please review the Governor's website to see how this travel advisory impacts you, and we ask you to comply with the guidelines if you are traveling from one of the states subject to the advisory, which may include quarantine up to 14 days upon entry to New York: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>.

Arriving Safely at West Point. Please be aware of the following protocols in place for our re-opening:

- All visitors and employees must enter through the Thayer Gate to come to The Thayer Hotel at West Point.
- At the Thayer Gate, please tell the gate guards that you are coming to The Thayer Hotel. Visitors may be asked the following medical screening questions by the gate guards, these same three questions **will** be asked upon check-in to all guests, for signature on the check-in registration card that displays your rate and room number:
 - o Do you have any of the following symptoms: fever of greater than 100 degrees, cough or shortness of breath?
 - o Have you traveled to or through anywhere outside of the United States in the last 14 days?
 - o Have you or someone you have been in close contact with been confirmed to have COVID-19 within the last 14 days?
- If you anticipate answering in the affirmative (or "yes") to any of the screening questions, please do not travel to visit at this time. We will look forward to hosting you in the future.
- Should any guest arrive and answer in the affirmative to any of the three questions, they will not be permitted onto West Point without further medical screening, and will not be able to stay in the hotel, for the safety of our guests and team. We will not be able to coordinate alternate accommodations for guests who are denied access to West Point or our hotel due to answering any of these screening questions in the affirmative.
- At this time, casual leisure visitors are not permitted onto the main part of the West Point.

Your Health & Safety at the Hotel. As always, we take great care in maintaining the highest standards of cleanliness and hygiene throughout our hotel, MacArthur's Riverview Restaurant, Patton's Tavern, and Zulu Time Rooftop Bar & Lounge. We have supplemented these normal procedures with additional COVID-19 cleanliness-specific guidance, training and information to make our cleaning and hygiene protocols even more rigorous:

- Employees will be asked the same three questions at Thayer Gate that you will be required to answer when you visit, and will have their temperatures checked upon reporting for their shifts, and any employee with a temperature over 100 degrees F will not be allowed on shift.
- Our hotel teams are receiving mandatory weekly briefings and enhanced operating/cleaning protocols.
- We have increased the frequency of cleaning our public areas including lobbies, elevators, door handles, public bathrooms to every hour.
- In addition to our normal high standards, cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives have been increased, with particular attention paid to high-touch items.
- In the spaces where team members work behind the scenes, we have increased the frequency of cleaning and focusing on high-touch areas like team entrances, locker rooms, laundry rooms and staff offices.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations and NY State Guidelines.
- You will see enhanced deployment of antibacterial hand sanitizers throughout our properties.

If you'd like to learn more about our cleaning, health and safety protocols, please visit the "Home" tab of our website. I'd like to thank you for the trust and support you have in us and we look forward to welcoming you to the hotel soon.

Well Wishes,

Carlys L. Lemler | General Manager | West Point Class of 2001