



Over the past several weeks, we have been closely monitoring the developing situation with Coronavirus (COVID-19). This includes information as provided by the Center for Disease Control and Prevention (CDC) and the World Health Organization. The news and our thoughts have been dominated by rapidly developing information regarding the virus. I want to assure you that we are being vigilant in monitoring the situation and implementing enhanced protocols for the safety of you, our employees and our community.

We have always been committed to and utilize best practices in maintaining a very high standard of cleanliness and sanitation at our property on a daily basis. As this unique situation develops, we have further stressed the importance of cleaning, sanitation, hand washing and illness awareness. Additionally, we have implemented the following in order to do our part as governmental agencies and health officials work towards a resolution to the virus.

- We have communicated and continue to update the property and staff on important information issued by the Center for Disease Control, local health departments and other official agencies.
- We have increased the frequency in the cleaning of our facilities paying extra special attention to customer touch points and other hard surfaces.
- We are utilizing recommended sanitization products throughout our property.
- We are distributing sanitation products, where available, throughout our properties for guest, and employee usage.
- We have implemented guidelines for hand washing and personal contact amongst our employees.
- We have established required self-isolate procedures for any employees who are known to have travelled to any countries under a travel advisory.
- We have instructed all employees that if they feel sick, to stay home and to contact their local health department and healthcare provider.
- We have been in contact and continue to work with our employees' health care plans to provide the best resource for them.

If we are alerted to a case of COVID-19 at our property, we will immediately work with the relevant health authorities to obtain the facts and guidance on next steps to take in regard to our guests, employees and property.

Sincerely,

Unicoi Management