

EDEN ROC

MIAMI BEACH

ENHANCED CLEANLINESS
AND SANITATION PLAN

At **Eden Roc Miami Beach**, the health and safety of our guests and team members is paramount.

We now find ourselves in a new world due to COVID-19. As we move forward and begin to welcome our guests and team members back to our hotels and restaurants, the journey will be further tailored with precautionary hygiene protocols directed by the local health organizations and government authorities within each of our destinations. You are our family, and we remain resolute in striving to continually provide to you our guest experience through our heartfelt service.

At Eden Roc Miami Beach, we have implemented the following precautionary measures, in accordance with the Center for Disease Control (CDC) and local and national health authorities:

1. EMPLOYEE & GUEST HEALTH: The health, wellbeing and safety of our guests and employees are number one priority.

Hand Sanitizer and Wipes: Antibacterial hand-sanitizing stations will be placed throughout the entrances of hotels, reception areas, elevators, fitness centers, meeting spaces and any other public areas where contact among guests or employees is possible.

Additional Signage: Signage has been placed throughout back-of-house and guest areas reminding guests and employees of important health and hygiene protocols such as the correct handwashing technique and practicing social distancing.

Minimal Contact: Guests and employees are advised through different channels in the hotels to minimize physical contact as much as possible, such as handshakes. Instead, they are encouraged to use the contactless greeting that we have implemented and will be promoting.

Mandatory Facial Coverings: Facial coverings that cover the nose and mouth must be readily available and worn by guests in interior common areas and in outdoor common areas where social distancing cannot be achieved. Staff are required to wear facial coverings at all times, both indoors and out. All hotel guests will receive a welcome amenity with two masks, hand sanitizer, disinfecting wipes, and a utility key for pressing elevator keys and other uses.

2. EMPLOYEE PROTOCOLS: The following protocols apply to all hotel staff in every department.

Handwashing: We have reinforced with every employee to follow the correct handwashing techniques either every 60 minutes, or at the following times: using the restroom, sneezing, touching the face, contact with another individual, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. If a sink is unavailable, employees are instructed to use an alcohol-based sanitizer. This is enforced through close monitoring and documentation by supervisors.

Training: All employees have received comprehensive training on COVID-19 safety protocols; this includes training on identifying any flu or virus-like symptoms among guests, and follow a firm protocol to report for a medical official if needed. Additionally, employees will continue to receive training on global standards of sanitation set forth by third parties, such as Ecolab and NSF.

Employee Health Checks: All employees will be closely monitored for any flu or virus-associated symptoms upon entering and exiting the hotel facilities on a daily basis, including a temperature reading. If employees are feeling sick or experiencing any symptoms, they are instructed to stay home.

3. CLEANING PROTOCOLS AND SANITATION: We use cleaning products such as Ecolab and Procter & Gamble that are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Common Areas: We have increased the frequency of deep-cleaning and disinfecting all common and public spaces (in addition to back of house areas) with an emphasis on high-contact surfaces such as front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, handrails, tables, gym equipment, kids club, dining surfaces seating areas, pool chairs and more.

Guest Rooms:

- Extremely strict sanitizing protocols and world-recognized standards are used to clean guest rooms, with an emphasis on high-contact surfaces such as television, remote controls, phone, faucets, door, closet and drawer handles, curtains, light switches, air conditioning thermostats, balcony items, and more.
- Printed collateral such as menus or flyers will be eliminated from all guest rooms to reduce the risk of contamination—all hotel information will be accessible on the hotel’s website or through a QR code.
- New protocols include minimization of team member interaction with guests inside the room, including servicing while the guest is not in the room.

Air Conditioning and Filters: The frequency of air filter replacement and HVAC system cleaning has been increased.

Laundry: All bed linen and laundry will be changed regularly and continue to be washed in accordance with international standards of sanitation. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

4. PHYSICAL DISTANCING: Guests and employees are instructed to practice physical distancing by standing six feet away from other groups who are not traveling with them; this includes while standing in lines, waiting for elevators (including limited capacity), or walking throughout the hotel.

Limited Capacity: Capacity shall be reduced by 50% of building occupancy in restaurants, meeting areas and banquet spaces.

Elevator Capacity: Elevator use is limited to 50% capacity with no more than four (4) occupants at a time, unless they are members of the same family or traveling together.

Furniture Placement: The placement of furniture in common areas such as swimming pools, lobbies, and other public and back-of-house spaces have been rearranged to allow for increased spacing between guests and employees.

Lines: All areas where guests or employees line up will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining outlets.

F&B Outlets: Restaurants, cafes, bars and lounges will have reduced operations, hours, and offerings based on city ordinances.

Concierge: Concierge services will be eliminated. Services will be available through the Guest Service team.

Meetings, Conventions, Events: Standard measurements in meeting and event layouts have been redesigned to ensure necessary physical distance between attendees. Self-serve buffet offerings will be eliminated from meetings.

5. GUEST EXPERIENCE: We have looked at every step of the guest journey and defined specific protocols for each aspect that will ensure the safety and wellbeing of our guests and employees, while maintaining the level of service that our customers have come to expect.

Check-in & Check-out:

- **Valet Parking:** Valet parking remains available with strict sanitation and social distancing protocols. Valet attendants are required to social distance, wear facial coverings, change/sanitize gloves between each vehicle and avoid touching guest luggage (unless guests are physically unable to lift luggage on their own).
- **Luggage:** Luggage items may be disinfected upon arrival at the discretion of the guests.
- **Temperature Reading:** Noninvasive guest temperature readings will be conducted upon arrival. Anyone displaying a temperature over 38° C / 100.4 ° F will be moved into a private area, and a second reading will be taken by hotel security personnel. Guests with elevated temperatures will not be permitted into the hotel.
- **Keys:** All room keys will be disinfected prior to providing these to guests.
- **Registration Forms & Bills:** Upon requesting guests to sign registration forms or bills, they will be handed a disinfected pen which will be immediately disinfected by staff. Disinfectant wipes will be available at the check-in desk.

- **Passports/IDs & Credit Cards:** As it is required to keep a copy of official ID/passport and a credit card on file, the scanner will be disinfected between each use.
- **Pet Policy:** Until further notice, no pets will be allowed with the exception of service animals as defined by the Americans with Disabilities Act (ADA).

Amenities:

- **Spa, Fitness Center and Beauty Salon:** Spa, fitness center and beauty salon will remain closed until further notice. Upon reopening, services and capacity may be reduced based on City ordinances.
- **Pool & Beach Service:** Pool and beach chairs will be cleaned between each use and properly spaced to ensure physical distancing. Beaches will be open daily from 7am-8pm, and facial coverings will be required where social distancing cannot be achieved. Groups of 10 or more are prohibited. No organized sports, classes, activities, or special events.
- **Kids Club:** Kids Club will operate with reduced hours and days of operations. Additional cleaning and sanitation measures will be taken, up to closing the Kids club throughout the day for deep cleaning procedures.

6. F&B SERVICE: We will continue to reinforce our internationally recognized methods of identifying and managing food safety related risk, including Hazard Analysis Critical Control Points (HACCP), and adhering to its strict global brand standards in addition to third-party standards such as NSF.

Buffet Service: Buffets will be eliminated from restaurants. Instead, these will be replaced with a-la- carte or grab and go options.

Menus: Restaurant menus will be available through a QR code and on one-time-use disposable handouts to minimize exposure and contact.

Room Service: Room service will be unavailable for the time being.

We have also ensured that our reservation and cancellation policies remain flexible and risk-free during this situation. Should you require further assistance please contact reservations at +1 (786) 801-6886.

For more information about COVID-19, please visit the websites for Centers for Disease Control and World Health Organization.

We greatly appreciate your desire to travel and look forward to welcoming you soon to our hotel. Safe travels!