



THE HOUSTONIAN  
HOTEL, CLUB & SPA

Health and Sanitation Program  
*Updated: May 26, 2020*

## **The Houstonian Hotel, Club & Spa Health and Sanitation Program**

Following are measures in place to provide a healthy environment across the property.

### **Reservations**

In order to comply with social distancing and capacity requirements, some property amenities are unavailable or may be limited. The Houstonian Club is open to hotel guests with controlled access and classes by reservation. The Resort Pools are available by reservation only for exercise classes and very limited recreational access. Reservations for club areas, classes, activities and pool exercise times should be made prior to arrival or at check-in. Reservations for Solaya Spa & Salon hair, nails and facials should be made prior to arrival to assure availability. Reservations for TRIBUTE restaurant dine-in breakfast, lunch and dinner should be made in advance to guarantee desired date, time and seating preferences. Reservations for Summer Calendar activities should be made in advance as they fill up quickly. All reservations noted here may be made through the Front Desk by calling 713-685-8198 from 8: am – 10 pm daily.

### **Wellness Desk**

Guests will enter the hotel through doors that are manually operated by an employee. Check-in at The Houstonian Wellness Desk, located in the lobby of the hotel, is required for all visitors and guests. A Houstonian team member trained to provide screening, will conduct non-invasive temperature checks using an infrared thermometer held two inches from the forehead. Guests will also be asked to complete a brief health questionnaire with a sanitized pen. Screened visitors and guests will be made aware of hand sanitation locations and given a mask to wear while on property. Employees, guests or members confirmed to have a temperature at 100.0°F or above will not be allowed entry to the property and will be directed toward appropriate medical care.

### **Wristbands**

Screened hotel guests, visitors and vendors will be given a wristband with a color designated for that day. Guests staying at the hotel will be asked to check-in with the Wellness Desk each day to be rescreened and obtain the correct day's wristband.

### **Guest Check-In**

Guests who have been screened at the Wellness Desk will be greeted at the Front Desk with a warm, sanitized towel, and be able to present their credit card and identification without physical contact with the agent. Front desk agents are required to wear gloves and masks. A registration card will be presented to the guest to complete with a sanitized pen. The agent will present express check-out and texting options. Floor decals marking safe distancing are in place for spacing of arriving guests. Front Desk agents will provide sanitized room keys in a new key-card holder and provide a bulletin for information needed during the guest's stay.

### **Bell Desk**

Bell Desk personnel are required to wear gloves and masks at all times. Guests will be provided options for luggage handling and delivery at check-in. Luggage may be delivered to the guest room and left outside the door once the guest is in the room, or brought into the room should the guest prefer. Bell carts are sanitized after each guest has been assisted.

### **Hotel Guest Elevators**

Guests will be escorted to the elevators by Front Desk personnel and provide assistance if needed. Elevator cars and button panels are sanitized throughout the day. No more than two guests will be permitted per elevator. Signage is posted to explain current elevator procedures.

### **Cleaning Products and Protocols**

The Houstonian uses cleaning products and protocols that meet or exceed Environmental Protection Agency

(EPA) guidelines, are approved for use and are effective against viruses, bacteria and other airborne pathogens. Bio-Safe, a patented technology cleaning process, is used in spray form and fogging machinery, across the property. This technology converts municipal water into a powerful contaminant-removing, bacteria-killing agent that cleans and sanitizes without the use of chemicals. The engineered water destroys microorganisms and is a powerful biofilm, fiber, and surface control agent used to disinfect and clean virtually any environment. We work with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies.

#### Guest Room Cleaning and Service

Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room controls, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Room attendants are required to wear gloves and masks at all times, and will not take any trash, linens or towels outside the room that is not securely bagged. Guests may indicate at check-in whether they prefer daily service. Guestrooms will be cleaned when guests are not in the room. Room attendants will close guestrooms doors and use the "Room in Service" door hangers to indicate when they are in the room cleaning.

#### Housekeeping

As part of our Green Initiatives, beds will be made with fresh linens for each newly arriving guest and changed every third day during a guest's stay. Guests may indicate at check-in whether they prefer to have their sheets changed more frequently. Linens and towels will continue to be washed at a high temperature and in accordance with Centers for Disease Control and Prevention (CDC) guidelines. Dirty linens and towels will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Shoe shine and newspaper delivery service is suspended until further notice.

#### Public Spaces and Common Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevator cars and elevator buttons, door handles, public bathrooms, room door handles and locks, ATMs, stair handrails, dining surfaces and seating areas. Fogging of the lobby, restrooms, entry and stairwells with Bio-Safe solution is conducted nightly.

#### Culinary

Culinary operations at The Houstonian continue to adhere to City of Houston Health Department mandates and protocols for safety and sanitation in food service. All culinary employees are screened prior to entering the kitchen and issued personal protective equipment (PPE) designated for their job activities, which will be worn at all times. Consistent hand washing, sanitizing and glove replacement is practiced. The kitchen areas are deep cleaned daily and additional cleaning protocols are instituted throughout the day in specific kitchen areas. All food products are checked for temperature violations, spoilage and any and all cross contamination prior to being released to kitchen personnel.

#### Food and Beverage Outlets

TRIBUTE restaurant will be open for dine-in breakfast, lunch and dinner, following Texas Governor Abbott's controlled occupancy requirements, phasing dates and distancing directives. The Bar and Great Room Lobby is available for bar food and beverage service, following controlled occupancy requirements, phasing dates and distancing directives. Arbor Grill is open on weekends, following controlled occupancy requirements, phasing dates and distancing directives.

Upon arrival, all restaurant guests who have not already done so, will be directed to the Wellness Desk located in the lobby of the hotel for screening. Parties will be directed to maintain at least 6 feet distance apart from other parties at all times, including while waiting to be seated. Hand sanitizing stations will be available upon

entry of each outlet. There will be no tables of more than 6 people, and condiments, silverware, flatware, glassware, or other traditional table top items will not be left on an unoccupied table. Condiments will be offered only upon request, and in single use (non-reusable) portions, and disposable menus will be provided for each new guest.

The frequency of cleaning and sanitizing has been increased with an emphasis on frequent contact surfaces including, but not limited to service and beverage stations, tables, carpeting, padding, linen, napkins, pens, and check presenters. Dining tables, bar tops, stools and chairs are sanitized after each use. Fogging with Bio-Safe solution of outlets will be performed nightly. TRIBUTE has reduced seating capacities to allow for a minimum of six feet between each seated group/party of guests. Managers, servers, bussers, hosts and hostesses are required to wear gloves and masks, and to adhere to social distancing requirements. The Manor House is temporarily closed.

#### In-Room Dining (Room Service)

In-room dining service will be provided using TRIBUTE's to-go menu. Food and beverage items will be packaged and delivered in disposable containers in TRIBUTE's craft-paper to-go bags, utilizing thorough sanitation protocols. All attendants and food handlers are required to wear gloves and masks. Guests may choose to have deliveries placed outside the guestroom door without interfacing with the delivery attendant. Ice service is only available through in-room dining.

#### Pools

The Resort Pools are available by reservation only for exercise classes and very limited recreational access. Reservations for pool access should be made prior to arrival, at check-in, or by contacting the Front Desk during the guest's stay. Sanitization measures are extremely high priority in the resort pool areas and lifeguards will monitor social distancing requirements. Hotel guests should retrieve and drop off towels when departing the pool area.

#### The Houstonian Club

The Houstonian Club is open to hotel guests with controlled access and classes by reservation. Reservations for club areas and classes should be made prior to arrival, at check-in, or by contacting the Front Desk during the guest's stay. Hotel guests are required to wear the daily wristband color from the hotel Welcome Desk while in the Club and pool areas. Hotel guests are required to wear masks and sanitizer options will be available at check-in. All guests and members of the Club must maintain social distancing requirements at all times, especially when using equipment or attending a class. Capacity is limited in locker rooms. Showers, steam rooms, saunas and whirlpools are not available at this time. Fogging with Bio-Safe solution is conducted in all workout areas nightly. Cleaning and wipe-down of high-touch services such as railings, equipment, exercise devices, benches and water fountains is conducted several times per day. Studios are sterilized with hospital-grade UV lights.

#### Physical Distancing

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, common areas and other physical layouts have been arranged to ensure appropriate distancing. Employees are reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All property outlets comply with, or exceed, local or state mandated occupancy limits.

#### Hand Sanitizer

Bulk hand sanitizer dispensers are placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting spaces, elevator landings, pools, and Houstonian Club exercise areas.

#### Valet, Taxi or Ride Share

We will not offer valet services for restaurant guests except for vehicles with placards or plates for disabled parking. Hotel valet is available for overnight hotel guests. Attendants are required to wear gloves and masks, and offer a sanitized towel or sanitizer upon guests' arrival. If a valet is needed at departure, upon retrieving the guest's vehicle, a valet attendant wearing gloves and a mask will wipe down keys, shifter, door handle and steering wheel before returning the vehicle to the guest.

#### Air Filter and HVAC Cleaning

The frequency and enhancement of air filter replacement and HVAC system cleaning has been increased and fresh air exchange is maximized.

#### Queuing

Any area where guests or employees queue is clearly marked for appropriate physical distancing. This includes the Front Desk, elevator lobbies, dining areas and valet areas.

#### Meetings/Events Guest & Spaces

Upon arrival, all guests will be directed to the Wellness Desk located in the lobby of the hotel for screening. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on Centers for Disease Control and Prevention (CDC) and state recommendations. Attendees are required to wear masks while in public, according to the City of Houston and Harris County guidelines. Self-serve buffet-style food service is suspended and replaced by alternative service styles. Water bottles have replaced glassware and sanitized pens will be provided. Hand sanitizer will be provided in each room upon request. A strict ban of symptomatic individuals will be enforced. Fogging with Bio-Safe solution of meeting rooms and ballrooms will be performed nightly. Cleaning and wipe-down of high-touch surfaces such as tables, touch screens, TVs, AV equipment, markers, and pointers after each meeting, session or event will be conducted.

#### Hotel Guest Departure

Guests are encouraged to use express check-out and place keys in the drop box provided at the Front Desk. If a bellman is needed, guests may call the Bell Desk. Once the guest has left the room, luggage will be picked up and taken to the lobby. Bellman are required to wear gloves and a mask for all luggage handling.

#### Retail Spaces

The Shop and the Hotel Gift Shop are open. Shop employees are required to wear masks and gloves at all times. Guest occupancy limits are enforced to allow for appropriate distancing in all retail outlets.

#### Concierge Lounge

Concierge Lounge is temporarily not available.

#### Dry Cleaning

Dry cleaning service is available. Our third-party dry-cleaning service adheres to all Centers for Disease Control and Prevention (CDC) guidelines for pick up and handling guest and hotel items.

#### Business Center

The Business Center is not available for use until further notice.

#### Employee & Guest Health Concerns

Our Human Resource department abides by strict protocols that follow Centers for Disease Control and Prevention (CDC) guidelines for handling employee matters associated with COVID-19. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We are ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of

breath, or other known symptoms of COVID-19. Employees and guests exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

#### Room Recovery Protocol

In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.

#### Back of the House

The frequency of cleaning and sanitizing has increased in high-traffic back-of-the-house areas with an emphasis on the employee dining room, employee entrances, employee restrooms, loading dock, offices, kitchens, security scanning podiums, and Human Resource service desks.

#### Shared Equipment

Shared tools and equipment are sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, fire/life safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property.

#### Guest Use of Houstonian Vehicles

Houstonian vehicles are not available for guest usage until further notice.

#### Vendors

The Houstonian works solely with vendors that comply with Centers for Disease Control and Prevention (CDC) and state regulations. Vendors must pass inspections and adhere to the highest safety and sanitation protocols in the industry. Upon arrival, all vendors must check-in at the hotel Wellness Desk for screening. Vendors needing to spend time on property are required to wear gloves and masks. All vendors will load and unload through the hotel loading dock only.

#### Front-of-the-House Signage

There are health and hygiene reminders throughout the property for guests and visitors to view, including reminders of the proper way to wear and handle masks.

#### Back-of-the-House Signage

Signage is posted throughout the property reminding employees of the proper way to wear and handle masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces according to Centers for Disease Control and Prevention (CDC) recommendations.