



Dear Valued Customer,

Thank you for your interest in hosting your meeting with us. At our hotel, the highest priority remains the health and safety of our guests and our associates. While cleanliness and safety have always been at a high standard, we have elevated our standards for hygiene, cleaning, and safety even more rigorously.

Our heightened sanitation procedures and best practices are rooted in the CDC guidelines, and follow guidance from Westin, public health authorities, and our management company. Our enhanced measures include:

Training: Partnering with industry experts, such as Ecolab®, to ensure we have training on hygiene and infection prevention expertise. Ecolab, a global leader in hygiene and chemical products, is a trusted industry partner.

Training hotel staff on cleaning and sanitizing procedures developed by AimClean, our robust and proprietary cleaning and sanitizing certificate program that includes best practices from in-house and outside experts, such as Ecolab.

Cleaning and Sanitizing: Increasing the frequency of cleaning and special sanitizing throughout all public areas of the hotel, meeting spaces, guestrooms and work areas with a focus on high-touch areas and hard surfaces.

Safe Service in Food and Beverage: Providing food and beverage offerings in a grab and go format or touchless delivery to your door; providing rigorous food and beverage staff training; and adhering to local health department guidelines along with guidance from the CDC, such as the use of personal protective equipment and food safety.

Allowing for Physical Distancing: Physical distancing protocols throughout all areas of the hotel including in public areas, fitness centers, meeting spaces, lobby and back of the house areas. Training associates on physical distancing in interactions with guests and with each other. Encouraging guest use of touchless delivery of services from check-in, keyless room access, to ordering room service wherever available.

Meetings and Events:

- **Redefined Meeting Spaces and Services** - We have redefined our meeting and event spaces and service and work areas to accommodate for 6' physical distancing and new social norms. Our meeting professionals can guide you through a tailored approach for a safe and successful event.
- **Cleaning and Sanitizing** - Increased frequency of cleaning aligned with group programming and timing, inclusive of hard surfaces, tables, chairs, common meeting elements, restrooms and door handles.
- **Leveraging Technology for Broader Engagement** – We can offer resources, innovative ideas and partnerships to create an experience that combines in-person and virtual components to broaden your audience reach and engagement.
- **Food and Beverage** – We adhere to public health department code regulations and CDC guidance on food safety practices, cleaning and sanitizing, and service delivery methods, throughout all public spaces and service/work areas to mitigate the spread of viruses. Our banquet offerings will be creatively packaged and presented, in a phased approach based on public health and safety standards.

Staff Wellness: Hotel associate use of PPE such as face coverings; following state and local directives on associate temperature checks where required by jurisdiction; and increased personal hygiene protocols including frequency of hand washing and wearing of gloves.

Now more than ever, we are ready to take care of you.

Sincerely,

Christina Miljević, Director of Catering Sales