

Health and safety doesn't mean
we still can't be
'Friendly - Eco Friendly'

COVID - 19

SAFETY AND SERVICES PROTOCOL

For Booking Information or Emergency, contact +91 91691 66789

The Orchid & our KHIL Hotels Health & Safety Program

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Thermal Cameras

Points of entry will be limited to allow our security team to conduct non invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F¹ will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not travelling with them while standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be 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 hotel outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers, touch less whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touch less dispensers) for employees.

Front of the House Signage

There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Table game electronic signs will also be used for messaging and communication.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Management. We will be 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 who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

Case Notification

If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the Local Authorities to follow the appropriate actions recommended by it.

Employee's Responsibilities

The Orchid & our KHIL hotels Employees are vital for an effective sanitation and health program.

Hand Washing

Correct hygiene and frequent hand washing with soap is vital to help combat the spread of virus. All The employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the work stations, going on break and before or after starting a shift.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Hotel Operations and Security.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the hotel will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at time office location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

The Guest Journey**Guest Arrival**

A security officer will greet each visitor to the hotel. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the hotel). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

a) Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the hotel through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the luggage trolleys will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

b) Guest Arrival by Hotel Car

- Cars will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

Hotel Guest Elevators

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet local authority's guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal 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, elevators and elevator buttons, door handles, public bathrooms, room keys and locks and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms

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 control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry

All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with local authority's guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums and training classrooms.

Shared Equipment

Shared tools and equipment will be 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, safety buttons, folios, cleaning equipment, keys, time office and all other direct contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol

In the event of 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 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 and approval by the Local Authorities.

Air Filter and HVAC Cleaning

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

Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

All Hotel Entrances & Exits
Registration & Concierge
Housekeeping & PAD Closets

Back of the House

Employee Entrances
Department Specific Locations
Including Kitchens, Security Podiums,

Physical Distancing

Throughout the hotel we will meet or exceed state and local authority guidelines on proper physical distancing.

Queuing

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

Hotel Front Desk, Business Center and Concierge

Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Meeting and Convention Spaces

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools

Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House

Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.

Uniform Control

Cleaning & Sanitizing Protocol

a) Laundry to be cleaned in accordance with local authority's guidelines

Physical Distancing Protocol

- A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
- Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- One employee at a time will be allowed into the processing area for loaners and exchanges

Guest Considerations

a) No department specific requirements

Business Services, Office Services, Lost & Found

Cleaning & Sanitizing Protocol

- Counters and equipment sanitized at least once per hour
- In-house mail vehicle to be sanitized after each use
- Addition of a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- Sanitize internet stations and post sanitation signage for guest reference

Physical Distancing Protocol

- Employees to use separate counters and have individual stations to eliminate shared equipment
- Maximum of two employees at counter
- Greeter at front door of Business Services, when necessary, to control physical distancing
- Credit card swipe moved to front counter
- Guest will be requested to place packages directly on the scale and then onto the conveyor
- Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
- Enforce six-foot physical distancing minimums with common carriers
- Encourage the use e-mail for all guest transactions
- Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations

- Discontinue print magazine and newspaper services throughout the property. Guests will have access to Press Reader on their own devices.
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

Front Services & Transportation

Cleaning & Sanitizing Protocol

- Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte-cocheres and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment to be sanitized at least once every four hours or upon a new employee using the equipment
- Wheelchairs and other guest amenities to be sanitized after each use
- Baggage doors sanitized every hour
- Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- Back of House (BOH) elevator buttons to be sanitized at least once per hour

Physical Distancing Protocol

- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

- Valet parking suspended

Public Areas**Cleaning & Sanitizing Protocol**

- a) Sanitizing of following areas at least once per hour
- b) Hotel entry doors
- c) Lobby fountain ledge
- d) Exterior & Interior of elevators
- e) Smoking areas
- f) Trash bins
- g) All Front of House (FOH) restrooms

Physical Distancing Protocol

- a) No department specific requirements

Guest Considerations

- a) No department specific requirements

Front Office**Cleaning & Sanitizing Protocol**

- a) Sanitize all guest touch points after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation
- c) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- d) Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a) Club Lounge Ambassador to serve all food and beverage; no self-service available

SPA, SALON & FITNESS CENTER**Spa**

Pending guidance from local authorities and medical experts.

Salon

Pending guidance from local authorities and medical experts.

Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

Pool Operations

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- c) Lifeguard stands to be sanitized upon rotation

Physical Distancing Protocol

- d) Chaise lounge chairs set with appropriate physical distancing

Guest Considerations

No department specific requirements

Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in sealed bags
- c) Pillow protectors on the guest room beds are to be changed daily
- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed when not in use
- e) Back of house restrooms will be sanitized at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on electronically posted
- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through Press Reader for guests to access on their own devices
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities to be packaged before being placed in room
- f) Shoeshine is suspended until further notice
- g) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

FOOD & BEVERAGE

Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals to be assigned to a single server/cashier where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and/or disposable
- h) Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- i) Sanitize trays (all types) and tray stands sanitized after each use
- j) Storage containers to be sanitized before and after each use
- k) Food preparation stations to be sanitized at least once per hour
- l) Kitchens to be deep cleaned and sanitized at least once per day
- m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Lounge seating to be removed
- d) Tables and booths to be utilized with appropriate physical distancing between each family or travelling party (six feet or as otherwise advised by local authorities)
- e) Reduce bar stool count to provide appropriate physical distancing
- f) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- g) Additional quick serve coffee options to open based on demand and length of physically distanced lines from Gourmet shops
- h) Merlin Bars will be appropriately staffed to allow for appropriate distancing between employees

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- c) Tableside cooking to be suspended until further notice
- d) Bar snacks will be served per individual guest and not shared by the table
- f) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

Additional Ecoteria (Ecoteria) Protocols

- No self-serve food available (including snacks)
- Food to be served by Ecoteria cooks and line attendants
- Single use cups for beverage (no refills)
- Pre packaged flatware
- Trays and plates to be distributed by Ecoteria attendants
- Extension of Ecoteria sneeze guards

In Room Dining (IRD)

Cleaning & Sanitizing Protocol

- All equipment will be sanitized prior to assigning for the shift
- Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) - guests will retrieve their own table
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

Guest Considerations

- Printed IRD menus to be removed from rooms
 - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- Mini bars to be locked, all loose product removed, and service suspended until further notice
 - Items will be available upon request from IRD

Catering & Banquets

Cleaning & Sanitizing Protocol

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows local authority's guidelines (in coordination with Hotel Sales & Convention Services)

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available

SALES

Hotel Sales & Convention Services

Cleaning & Sanitizing Protocol

- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows local authority's guidelines (in coordination with Catering & Banquets)
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

SECURITY

Security Operations

Cleaning & Sanitizing Protocol

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- Shift Supervisors to log completed tasks
- Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)
- SCC will track critical activities in

Physical Distancing Protocol

- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, elevator, lobbies, etc.)

Guest Considerations

- Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and co-workers

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive thermal cameras will be placed at each entry point to the hotel. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.

The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.

Secondary Screening

A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature

If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on local authority's guidelines.

A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their travelling party and ID (i.e. driver's license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

The Security Supervisor handling the case will immediately notify Local Governing Body and advise the operator that there is a possible case of COVID-19 and informing them if the visitor is requesting medical care or refusing to cooperate and leaving the property.

In-House Hotel Guests

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

If a guest requests to return to their room:

- A Security Supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
- Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the hotel until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

- The Security Supervisor will determine room shares and close contact guests travelling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- Follow the guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a room is being used for self-isolation the SCC will inform Hotel Management and local guidelines will be followed for all additional contact with the guest and service to the room.

If the visitor has their own vehicle the visitor may leave in their own vehicle. If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate transportation medical care facility as directed by the local health authorities. Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report and the report will be submitted to the head of Crisis Management.

Internal Reporting

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care. The incident report will be updated as new information is available and when/if the visitor returns to property.