

**WINDSOR COURT HOTEL
NEW ORLEANS, LA**

**PHASE 3.1 COVID-19
PANDEMIC OPERATING PROCEDURES**

Updated October 3, 2020



WINDSOR COURT HOTEL

INTRODUCTION

On March 9, 2020, Louisiana and Orleans Parish had its first presumptive case of COVID-19, the disease caused by SARS-CoV-2 and on March 11, 2020 the World Health Organization (WHO) officially characterized COVID-19 as a pandemic. As long as the world is under the threat of this pandemic, Windsor Court Hotel will be modifying its operating procedures accordingly to comply with all local, state and federal guidelines.

These procedures have been created with guidance from the Occupational Safety & Health Administration (OSHA), Centers for Disease Control and Prevention (CDC) and the Louisiana Department of Health. The safety and health of our external and internal guests has always been and will always be our top priority, and the execution of these procedures will assist us in continuing to do this.

The Windsor Court Hotel will provide the same high level of personalized, anticipatory service that we are so known for and recognize that guest expectation as it relates to cleanliness is higher than ever. We are dedicated to exceeding these expectations not only by training our staff about our enhanced cleanliness and social distancing protocols, but by acting upon these measures with intention and frequency.

As experts learn more about this disease and Orleans Parish moves into progressive phases of re-opening, procedures are subject to change as the hotel continues to follow the recommendations of the local and state authorities.

ALL ASSOCIATE GUIDELINES

INFECTION PREVENTION

- Prior to returning to work, all associates will complete a COVID-19 Health Questionnaire as well as an authorization to disclose a COVID-19 diagnosis for any past and future diagnosis
- Prior to their first scheduled day back in their department, all associates will go through COVID-19 protocol and awareness training. Leaders will additionally be trained on how to address associate concerns and questions related to COVID-19 within the workplace
- All associates are required to sign a notice regarding taking temperatures for COVID-19 purposes and then upon entering the hotel, a security officer will utilize a temporal thermometer to take and record each associate's temperature. Temperatures are checked once per shift or every 24 hours. Anyone registering a temperature higher than 100.0 F will be immediately sent home.
- Any associate exhibiting or complaining of symptoms (cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell) are asked to stay home.

- Any associate registering a fever of 100.0 F or higher is not allowed to return to work without a doctor's note and COVID-19 test registering a negative result
- Any associate testing positive for COVID-19 is not allowed to return to work without a doctor's note and without meeting home isolation criteria¹.
- Following CDC guidelines, associates will be advised of positive cases within their work areas. Potentially infected associates will be sent home and then asked to consult and follow the advice of their healthcare providers or public health department regarding the length of time to stay at home
- Any affected workplace will undergo a deep cleaning
- Wearing of a mask and gloves is required for all guest-facing positions and where social distancing is not possible in individual work stations.
 - o Masks are worn at all times
 - o Gloves are used when handling guest property and are replaced after each interaction with that guest/party should hand sanitizer or hand-washing not be immediately available
- A freshly laundered uniform is worn
- Transparent shields are installed at all guest-facing desks, podiums and bar tops

CLEANING/DISINFECTION

- Hand sanitizer containing at least 60% alcohol is present at each timeclock and used before and after clocking-in and out
- All work areas including desks/counters, computers, point-of-sale stations, chairs, radios and telephones are disinfected before and after each shift
- Any shared work-stations are disinfected at least every thirty (30) minutes
- Hand sanitizer containing at least 60% alcohol is available at all guest-facing desks/podiums
- Reminders throughout shifts and readily seen back-of-house signage present to remind associates not to touch their face and to frequently wash their hands with soap and water for at least twenty (20) seconds, and especially after blowing their nose, coughing, or sneezing.

SOCIAL DISTANCING

- All pre-shifts and meetings take place in areas where associates can maintain a distance of no less than six (6) feet apart

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

- All work areas arranged where associates can maintain a distance of no less than six (6) feet apart
- Scheduling done to maintain appropriate social distancing in each work area
- Associates are not to congregate in any area (front or back of the house, including break areas and the employee cafeteria)
- Service elevator capacity is restricted to six (6) occupants, unless there is a large load or cart in the elevator, and then the capacity will be less.
- Guest elevator capacity is restricted to four (4) occupants or one family and use of masks or face-coverings are required while inside elevators
- Prior to fulfilling any guest request to a guest room that requires face-to-face interaction, guests will be asked to confirm one of these delivery options: a specific time they would like their request fulfilled; a ring of the doorbell with deliverable items left outside the door; or, delivered as natural, with associates approaching the room at the earliest opportunity.

THE GUEST EXPERIENCE

Per Orleans Parish guidelines and for the safety and courtesy of others, individuals over the age of two (2) and without breathing complications are required to wear a face covering while in any public area, as well as to follow proper social distancing protocols.

ARRIVAL & CHECK-IN

CLEANING/DISINFECTION

- All incoming vehicle doors are opened by an associate who will immediately sanitize their hands after each interaction
- Hotel front door handles are sanitized every thirty (30) minutes, and more frequently during high traffic intervals
- Hotel front doors are opened by an associate or are propped open
- Hand sanitizer station available at the entrance of the hotel
- Bell carts are sanitized at the beginning and end of the day, and after each delivery or guest interaction
- Room keys and key packets are sanitized before and after each guest use
- Guest credit cards and IDs are sanitized when handled

SOCIAL DISTANCING

- Front doors have an ingress and an egress to control the flow of traffic and mitigate face-to-face interaction
- Social distancing signs are present in the lobby
- Guest check-in stations are spaced at least six (6) feet apart
- Bellman will meet guest at their room with luggage and take a separate elevator from the guest
- Signage is posted advising that guest elevators are restricted to four (4) guests or one family and use of masks or face-coverings are required while inside elevators
- House car service is currently suspended

*To better assist the Louisiana Department of Health with contact tracing should that need arise, each guest room reservation must contain the individual guest name and phone number of the primary adult occupant (18 years or older) in the room.

GUEST ROOM AMENITIES & SERVICE

CLEANING/DISINFECTION

- All housekeeping carts disinfected before and after each shift
- All in-room cleaning products and protocols meet EPA guidelines and an illustrative card placed in all guest rooms to outline special attention on the disinfection of high-touch areas (doorknobs, light switches, remote controls, thermostat, safe, telephones, etc.)
- Regular replacement of air filters in guest rooms and for the main building
- Personal bottle of hand sanitizer, disinfecting wipes and mask included in in-room amenity offerings
- All printed material including magazines, compendium and Suite Service menus replaced with one-time use card containing a QR code for digital access
- All notepads replaced after each guest and pens sanitized
- All dirty linens and garbage are bagged inside of guest rooms and not openly carried in hallways
- Linens are washed at a high temperature and in accordance with CDC guidelines

SOCIAL DISTANCING

- Guests are asked upon check-in if they would like day service or would prefer to instead have additional linen and amenities dropped off at their door at a certain time
- Mini bars are fully stocked prior to guest check-in and are only replenished upon guest request. They will then be fully replenished upon guest departure.

CLUB LOUNGE

European-style breakfast; evening hors d'oeuvres and cocktails; desserts and cordials are offered. Afternoon snack option is a light 'grab-and-go'.

In order to enter, guests must wear a face covering throughout their time in the Club Lounge unless actively consuming food and beverage. A disposable mask will be provided to any guest that is not carrying one with them.

CLEANING/DISINFECTION

- All magazines are removed. PressReader is offered instead. Newspapers are offered for guests to take with them and are not to be re-used.
- All brochures and maps are one-time use and provided to guest or disposed of after use
- Dining tables, coffee tables, chairs and high chairs/booster seats are sanitized after each guest use
- All other hard surfaces sanitized/disinfected at least once per hour
- Restroom is disinfected once per hour
- Sneeze guards present at all food stations
- Attendant to plate and serve all food and beverage, including from the coffee carafes and espresso machine, using a fresh pair of gloves for each interaction. No guest self-service.
- Linens on any satellite food and beverage station are changed after each meal period

SOCIAL DISTANCING

- Concierge desk has a transparent window shield
- Modified seating plans to ensure tables and seats are spaced or blocked to maintain at least six (6) feet of distance between each table
- Indoor occupancy is limited to 75% of the Louisiana State Fire Marshall's occupancy license

- Upon arrival, each party is to provide their first and last name with verification of room number to be recorded for contact tracing
- Each party to be escorted to a seating area. There is no open seating at this time.
- Crowding is not permitted
- Guests are not to approach the buffets. All guests will be served table-side.

FOOD & BEVERAGE OPERATIONS

Le Salon is closed until further notice. Live entertainment is suspended.

Suite Service (in-room dining) is delivered to guests via disposable containers.

THE GRILL ROOM, POLO CLUB LOUNGE & WATERMAN POOLSIDE BAR

Per Orleans Parish guidelines, in order to enter The Grill Room or Polo Club Lounge, all guests must wear a face covering until they are seated at their table and actively consuming food and beverage. A disposable mask will be provided to any guest that is not carrying one with them.

Per the State of Louisiana Phase Three emergency order, the sale of alcoholic beverages must cease at 11 p.m.

CLEANING/DISINFECTION

- Hand sanitizer station available at the entrance of each outlet
- Menus available digitally via QR code. One-time use paper menus are available upon request
- All surfaces sanitized/disinfected at least once per hour
- Point-of-sale terminals assigned to a single associate when possible and sanitized after each use
- Silverware is presented in rolled linen napkins
- Community bread and butter presentation is suspended
- Serving and clearing of food is conducted with a fresh pair of gloves for each table interaction
- Check presenters and pens are sanitized before and after each use

SOCIAL DISTANCING

- All host stands and bar tops have transparent window shields

- All restaurants and bars, including the pool area, have modified seating plans to ensure tables and seats are spaced at least six (6) feet apart
- There is no sitting, standing or congregating at the physical bar itself.
- Indoor occupancy is limited to 75% of the Louisiana State Fire Marshall's occupancy license
- Maximum party size per table is four (4) guests at a 48" or larger table with no parties larger than four (4) guests
- Social distancing signs are present at the entrance of all outlets. Guests are reminded to adhere to these protocols while waiting to be seated
- Crowding is not permitted
- Reservations are required with a primary contact name and valid phone number, including at the bars. Walk-ins are accepted and will be asked for a primary contact name and phone number prior to being seated.
- Chair and napkin service are suspended

BANQUET & CATERING EVENTS

- Only events controlled by invitations, ticket sales, or by reservations are permitted and they must be timed, seated events
- Windsor Court team to conduct a detailed Banquet Event Order (BEO) and diagram review, including an extensive walkthrough with client before event execution to ensure all parties understand and approve of social distancing and sanitation protocols
- Indoor live entertainment, which includes but is not limited to bands and karaoke, is not permitted. This limitation does not apply to disc jockeys or music played via speaker system.
- Restroom facilities are not shared with another event; however, restrooms for some spaces may also be accessed by the public
- Meal functions are plated or packaged 'to-go'. Buffets are discouraged.

CLEANING/DISINFECTION/SANITATION

- Hand sanitizer station available at the entrance of each event space
- Bar tops, podiums, microphones and banquet chairs are sanitized before and after each event
- Blotters are sanitized before and after each use
- Notepads are one-time use and discarded after each meeting

- Coffee/beverage breaks are attended by a staff member with coffee equipment sanitized no less than every thirty (30) minutes
- Any pre-set beverages like iced-tea or iced-water are covered
- Silverware is presented in rolled linen napkins
- Communal presentations such as candy/mint dishes; water pitchers; bread and butter service; and family-style salad dressing is suspended
- Serving and clearing of food is conducted with a fresh pair of gloves for each table interaction

SOCIAL DISTANCING

- Indoor occupancy for social gatherings or receptions is limited to 50% of the Louisiana State Fire Marshall's occupancy license or fifty (50) people, whichever is fewer.
- Indoor occupancy for meetings or conferences is limited to 50% of the Louisiana State Fire Marshall's occupancy license or 250 people, whichever is fewer.
- Outdoor occupancy for gatherings is limited to one-hundred (100) people
- All occupancy numbers include both attendees and hotel staff
- One (1) crowd manager/safety control officer is required for every fifty (50) attendees
- Individuals who do not live in the same household must maintain six (6) feet in distance between themselves
- All events, regardless of size, type of function, group, etc. requires a floor plan to be produced in Social Tables that clearly outlines distancing guidelines, food and beverage stations and sanitation stations
- Events having a central speaker or with a central stage are to have assigned seating
- Tables are set at least ten (10) feet apart from each other
- No seating is permitted within six (6) feet of aisles or exits
- Chair and napkin service are suspended
- Lines are managed to maintain six (6) feet distance between persons
- Crowding is not permitted, including dancing events and second lines

PUBLIC AREAS, POOL & FITNESS CENTER

Please note: The Fitness Center is currently closed

CLEANING/DISINFECTION

- Increased staffing and frequency of cleaning in public spaces including public restrooms, elevator buttons, business center computer and hand railings no less than every thirty (30) minutes
- Hand sanitizer and/or disinfecting wipes available in public area elevator foyers and at the entrance to the pool
- Sun umbrellas and hand-held rain umbrellas are sanitized before and after each guest use
- Lounge chair covers are changed after each guest use
- Pool deck is sanitized each evening
- CDC guidelines² are followed to ensure proper water quality and a safe swimming environment

SOCIAL DISTANCING

- Signs present at the pool deck reminding guests about social distancing practices
- A dedicated host is present to assign seating and ensure practices are being followed
- Lounge chairs at the pool deck are arranged in pods of two, with each pod no less than ten (10) feet from another. Moving of lounge chairs is not permitted.
- Gatherings are limited to a reasonable household size

THE SPA AT WINDSOR COURT

All guests are required to wear a mask throughout their time in the Spa facilities as well as during their massage, body treatment, or manicure/pedicure service. All service providers are equipped with a face shield in addition to a mask. Social distancing protocols should be followed as much as feasible.

Facials are not being offered at this time.

'Spa facility only' access passes are unavailable. Only guests with booked treatments are allowed inside the locker room facilities.

² <https://www.cdc.gov/healthywater/swimming/residential/disinfection-testing.html>

The steam room is closed; however, the dry sauna and showers are available.

PRE-ARRIVAL

- Reservations are required and must contain the individual guest first and last name, along with a valid phone number and email, for each adult receiving a treatment.
- No more than three (3) people in the same party can be reserved at one time. Groups of four (4) or more are not permitted.
- Time slots are arranged so no more than three (3) guests will be booked to start at the same appointment time.
- Only 80 and 110-minute services are offered. 50-minute services are currently unavailable.
- Digital intake forms will be emailed to the guest and required to be completed prior to arrival.
- Guests are asked to arrive no earlier than fifteen (15) minutes prior to the start time of their appointment to assist with social distancing.

RECEPTION

- Prior to entering the Spa, a welcome attendant will take the temperature of all guests. Anyone registering a temperature of 100.0 F or higher will not be allowed to enter.
- Welcome attendant will open front door for guest and provide guest with a mask if guest does not have one
- Guests shopping for retail are welcome to do so with no more than one (1) person or party in the spa lobby at a time. 'Curbside' pickup is available and encouraged.

CLEANING/DISINFECTION

- Hand sanitizer containing at least 60% alcohol is available in the reception area
- Locker keys are sanitized with an EPA approved disinfectant before and after each guest use

SOCIAL DISTANCING

- Only one (1) guest check-in station manned at any given time
- Only one (1) guest or party allowed in lobby area at any given time

LOCKER ROOMS

CLEANING/DISINFECTION

- Sanitizing wipes available inside common area
- Inside and outside of lockers including the contents (amenities, hangers and slippers) are disinfected prior to and after each guest use
- All linen including robes, towels and bath rugs are washed at a high temperature and in accordance with CDC guidelines
- Every thirty (30) minutes, high-touch surfaces are sanitized with an EPA approved disinfectant
- Showers sanitized with an EPA approved disinfectant after each guest use
- Water closets sanitized with an EPA approved disinfectant at least once per hour

SOCIAL DISTANCING

- Lockers are pre-assigned so guests can maintain six (6) feet of distance from another guest
- Only one (1) guest permitted in the sauna at a time
- Guests are allotted a maximum of one (1) hour after the conclusion of their treatment to enjoy the locker room facilities.

RELAXATION ROOMS

CLEANING/DISINFECTION

- All printed material is removed. PressReader is offered as an alternative.
- Communal water and tea are removed. Bottled water is offered instead.
- Seating is sanitized with an EPA approved disinfectant after each guest use

SOCIAL DISTANCING

- No more than one (1) person or party will be assigned to a given relaxation room at a time

TREATMENT ROOMS

CLEANING/DISINFECTION

- Each treatment room is assigned to one specific provider for the entire day
- Service provider to wash hands with soap and water for at least twenty (20) seconds prior to commencing the service

- All linens including blankets, pillow cases and sheets are replaced after each guest.
- At the beginning and end of each shift, and after each guest, high-touch surfaces will be sanitized with an EPA approved disinfectant.
- Following each service, treatment room is taken out of order for a minimum of thirty (30) minutes to ensure thorough disinfection

SOCIAL DISTANCING

- Treatment times are blocked to no more than 50% capacity at one time

INCIDENTS OF PRESUMPTIVE POSITIVE CASES & ROOM RECOVERY

The hotel has the right to refuse service to any person entering the premises that is exhibiting COVID-19 symptoms. All patrons are asked to stay home if they are not feeling well.

In the event of a presumptive case of COVID-19 such as a guest showing symptoms of COVID-19 or communicating to the hotel that they are feeling unwell, the manager on duty and security is to be notified.

If the guest is staying at the hotel, the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines, and the hotel will work with the Louisiana Department of Health as necessary.