



## THE LIMELIGHT HOTELS' SAFETY INFORMATION

For the past two months, we have been eagerly preparing for our summer reopenings, working closely with state and local authorities in Colorado and Idaho to be in lockstep with their guidance. **That has meant a careful and meticulous focus on modifying our operations with a focus on safety, particularly when it comes to increased sanitization processes.** Our commitment to our guests is to be as thorough as possible, and to even exceed governmental guidelines where possible, just to be sure.

Please note, the following policies and procedures are subject to change based on guidance from the CDC and health authorities. Please contact the Limelight Hotels at [info@limelighthotels.com](mailto:info@limelighthotels.com) should you have any questions.

### GENERAL PROPERTY INFORMATION

- The property has been deep cleaned and sanitized,
- The frequency of cleaning and sanitizing by our housekeeping team has been increased in all public spaces with an emphasis on frequent contact surfaces.
- Hand sanitizer stations are conveniently located throughout the property for guest and employee use.
- Signage has been placed throughout the property to remind guests to follow recommended social distancing, PPE and health guidelines.
- Acrylic barriers have been placed in frequent interaction locations including the front desk, concierge desk and hotel bars.
- Staff and guests are not permitted to be present in a guest room or suite simultaneously.
- Staff are required to have their temperature checked upon arriving to work and complete a daily log with their department manager. Any staff that has any reason to believe they may have been exposed to Covid-19 or the flu, or are showing symptoms of either, will have access to a special paid time-off program.
- All employees are required to wear face masks or appropriate coverings.
- Currently, the local government requires facial coverings to be worn in public buildings, businesses and restaurants until seated at a table, and outside if within 6 feet of others for longer than 10 minutes.

### ARRIVAL AND DEPARTURES

- The evening before departure, a copy of the folio will be emailed to the guest. The guest is informed we will charge to card on file.



- Guests are required to make a reservation for luggage removal and to place items near the door to allow for social distancing. Bell staff will remove luggage while wearing gloves and a mask.

## TRANSPORTATION

- All transportation requires a reservation, which can be made by text, email or phone call.
- All transportation is by private vehicle that is freshly cleaned and a driver will have a mask, gloves, and, if requested by the guest, a face shield.
- Face masks, gloves and hand sanitizer will be stored in all vehicles.
- All guests in vehicles will be required to wear a mask. A disposable mask will be provided prior to entering the vehicle if the guest does not have a mask available.
- Driver will be assigned a vehicle and will sanitize the vehicle after each ride.
- No guests will be permitted in the front passenger seat.
- All vehicles will be electrostatically cleaned before being parked.

## HOUSEKEEPING

- Housekeeping service is provided daily.
- If service is declined by the guest, cleaning products and fresh linens can be provided upon request. Soiled linen bags will be provided and trash will be removed daily.
- Guest(s) may not be present in the room during daily service.
- Housekeepers are allotted additional time to clean and sanitize the room.
- Housekeepers are assigned a floor and room range to work in during the week.
- Housekeepers are required to wear gloves and masks.
- All guest bedding and linen items such as pillow protectors, mattress pads, and duvet inserts will be changed according to normal policy after each stay.

## DINING

- To ensure a pleasant and safe dining experience, table spacing and seating has been adjusted to allow for six feet between tables of guests.
- Electronic menus are available to view on personal devices.
- Surfaces are sanitized with increased regularity.
- Party sizes will be limited to eight guests maximum per table.



- All bar stool seating has been removed. Ordering will continue to be permitted at the bar.
- In-Room Delivery is available. To allow for social distancing upon delivery the room service server will alert the guest that their order has arrived by knock and then leave the order in outside the room for the guest to bring in. Orders will be delivered in disposable packaging.

## AMENITIES

### The Fitness Center

Closed until further notice for Aspen & Snowmass. Upon reopening (Ketchum's is open):

- Use at your own discretion.
- Equipment will be a.) Removed, b.) Blocked, or c.) Positioned to accommodate current guidelines.
- Additional cleaning wipes will be placed throughout the fitness center for guest use.

### Pool and Hot Tub

Closed until further notice for Aspen & Snowmass. Upon reopening (Ketchum's is open):

- Party sizes will be limited to established maximums as recommended by CDC or local and state government.
- Tables and chairs will be removed or positioned to ensure appropriate distancing.
- An attendant will sanitize chairs and tables before and after each shift.
- Hand sanitizer stations will be near each entry.
- High touch areas are sanitized hourly.