



**HEALTH AND HYGIENE GUIDELINES**  
**September 2020**



The well-being of our guests, members, and team members is important to all of us at Sea Island. While we recognize that no reasonable measures can eliminate the transmission of a virus, Sea Island is proactively taking steps to help protect our guests, members and team members.

The following actions have been added to our already normally high cleaning standards:

- In common areas, we have increased the cleaning frequency of often-touched surfaces such as door knobs, hand railings, elevator buttons, lobby and restaurant tables, restrooms and meeting room surfaces with disinfecting products.
- We have augmented room cleaning protocols to include additional attention to such touch points as phones, remotes, railings, door knobs and handles with disinfecting products prior to guest occupancy.
- We have added hand sanitizer dispensers in public guest and team member areas, including restaurants, meeting rooms, and public restrooms.
- When a room is vacated by a guest with a suspected or confirmed case of the flu or a coronavirus, the room will not be occupied until after it has been treated and deep cleaned by a professional cleaning services company.
- Our team members wear face coverings and we continue to remind them about the necessity of safe and frequent hand washing and other recommended hygiene practices. We take their temperature at the beginning of their shift and any team members with a temperature above the CDC guidelines are required to return home and are not allowed to return to work until they have satisfied several criteria. If a team member is not feeling well or if they have had close, prolonged contact with a COVID-19 positive individual, they are required to stay home and seek medical attention if they develop symptoms. They also cannot return to work until they have satisfied several criteria.

We will continue to follow physical distancing guidelines in our meeting rooms, restaurants, activities, and public areas in accordance with Governor Kemp's Executive Order. We also will continue to monitor information released by the Center for Disease Control, American Hotel and Lodging Association, and our state and local health departments to determine if we need to take additional action. We have created specific guidelines for use throughout our Resort, which we will refine and adjust as guidance evolves. One recent addition to our policy is that in accordance with CDC guidance and the recommendation of the Governor of Georgia, we are requiring all guests and members over the age of 2 to wear face coverings in public areas. To learn more about our face coverings policy, please visit <http://www.seaisland.com/health-hygiene>.

Sea Island is proud of our legacy as a leader in the resort industry for over 90 years and we look forward to demonstrating to you why we are the only resort in the world to have earned four Forbes Travel Guide Five-Star awards for 12 consecutive years.

Scott Steilen  
President and CEO

## 1. HOTEL, GENERAL GUIDELINES

**Guests.** Should a guest suspect they have been exposed to COVID-19 or are coming down with flu-like symptoms, they will be instructed to separate from the general population in their room, and to contact health care professionals for next steps. If the guest has others in their room, those roommates will be offered another room, if available. When the room is vacated by a guest with a suspected or confirmed case of the flu or a coronavirus, the room will not be occupied until after it has been treated and deep cleaned by a professional cleaning services company.

**Arrival/Check-In.** Team members will wear gloves, face coverings, and be stationed according to physical distancing guidelines in accordance with Governor Kemp's Executive Order's requirements for distancing applicable to their workspace and function. High-touch areas will be sanitized frequently. Bell carts will be cleaned with disinfectant after each use. Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. POS computers/mouse will be frequently cleaned with disinfectant.

**Team Members.** All team members will continue to practice good personal hygiene. This includes not coming to work when having a fever, washing hands prior to handling any food, washing hands after every visit to the restroom, and wearing gloves when cleaning or working with food.

**Physical Distancing.** Governor Kemp's Executive Order's physical distancing guidelines will be observed.

## 2. ROOMS, GENERAL GUIDELINES

### Arrival, Departure, Check In/Out and Public Areas

- All team members will wear face coverings. Those at valet, bell, and door will also be wearing gloves.
- The Bell staff, a Butler, Inn Houseman or Front Desk Agent will sanitize the bell cart after every use.
- Front doors will be sanitized frequently.
- Physical distancing will be maintained at the front desk, bell stand, and concierge desks in accordance with Governor Kemp's Executive Order's requirements for distancing.
  - At The Cloister, this will be managed by the use of signage, rope, and stanchions. Only the two stations at the end of the front desk will be used. The bell desk has been repositioned with additional signage so that guests know where to wait for bell services. At The Lodge, guests will be greeted by a Butler in the lobby and taken on an introductory tour, then escorted to the desks to complete the check-in process. If both desks are in use after completing the tour, the Butler will ask the guest to have a seat in the lobby until a desk is available. Butlers will not stand near the area where the Concierge is completing the check-in process with the guest. When the process is complete, the Butler will escort guests to their room(s).
  - At The Inn, one agent will typically be at the desk. Signage will advise guests where to wait.
- Physical distancing and enhanced cleaning will be maintained at the back of the house in accordance with Governor Kemp's Executive Order's requirements for distancing applicable to workspace and function.
  - At The Cloister, face coverings will be worn in the back of the front office. Every other computer will be in use through appropriate scheduling and use of alternative computer space to include the complimentary concierge desk, valet desk area and the manager's office. Team members will wipe down their workstations upon arrival and prior to leaving their shift.
  - At The Lodge, face coverings will be worn in the office area behind Butler desks, limiting the number of people in the office area at one time. Storage of luggage will include acceptable distancing between each arrival waiting for a guest room.

- At The Inn, face coverings will be worn in the back office. All computers will be in use through appropriate scheduling. Team members will wipe down their workstations upon arrival and prior to leaving their shift.
- Touchless hand sanitizer will be available for guests at the front desk.
- Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. Prominent signage at the front desk will remind guests to respect physical distancing and to remind guests that face coverings are required.
- At check in guests will receive an updated letter and/or text message detailing the current daily cleaning standards and requirements. Currently full daily service has been suspended. A modified daily service is optional for all guests and will include trash removal, towel replacement, water and other necessary amenity replacement and making beds. A full service will be conducted every three days to include replacement of bed linens. All in room services will require the guest to be absent during service. Turndown service has been suspended at this time.
- Newspapers, magazines, and activity brochures have been removed from all guest rooms. A QR code link will be available in guest rooms to access brochures virtually and hard copies of all will be available at the concierge and front desks. There will be a separate QR code for a direct link to "This Week at Sea Island" (TWASI).
- Face coverings for guests will be available at the front desk upon request.
- Decorative pillows, books, magazines, newspapers and games have been removed from the lobbies. Guests at The Cloister and The Lodge can access magazines and newspapers via the complimentary Press Reader option.
- At The Cloister, signs will be posted in elevators requesting no more than four people occupy an elevator at the same time. Bell staff will take elevators or stairs separately from guests.
- At The Cloister, tea and cookies and breakfast pastries and coffee will be served by a team member.
- At The Lodge, morning coffee and pastries will be served to guests by a team member. Afternoon beverage will be the same.
- At The Inn, complimentary breakfast will now be continental with all offerings individually wrapped. Morning coffee will be served to guests by a team member. All day coffee in lobby will remain with tongs added for guests to retrieve the k-cups. Individually wrapped disposable coffee cups will be provided.
- BMW loaner program will be suspended until final cleaning protocols are approved by BMW. Once we reinstate the program, there will be a one-hour break between each guest use of a car. The car will be thoroughly sanitized by our valet staff before being loaned again.
- Public spaces, including front desks, concierge, tables, door knobs, banisters, elevators and restrooms will be cleaned frequently.

### **Guest Rooms and Housekeeping**

- All housekeeping staff will wear face coverings and gloves when cleaning rooms.
- Physical distancing will be enforced in the back of the house in accordance with Governor Kemp's Executive Order's requirements for distancing applicable to workspace and function. Face coverings will be worn in back of the house areas except when eating and drinking.
- All books, magazines, collateral, stationery, pens and decorative pillows have been removed from the rooms.
- Each room will have signage including a QR code that details current, food and beverage, in-room dining, and activities.
- Coffee stations have been removed.
- Extra pillows and blankets will either be removed or placed in zippered plastic bags indicating they are clean and disinfected. Any blankets and pillow cases used during a stay will be laundered prior to occupation by other guests.
- Currently full daily service has been suspended. A modified daily service is optional for all guests and will include trash removal, towel replacement, water and other necessary amenity replacement and making beds.

A full service will be conducted every three days to include replacement of bed linens. All in room services will require the guest to be absent during service. Turndown service has been suspended at this time.

- Whenever possible, staff will wait at least 30 minutes before entering a departure room for cleaning.
- The first person to enter a room after check out will be a houseman, supervisor, manager, or room attendant trained in use of the hydrostatic sprayer. This team member will proceed to disinfect every surface of the room to include inside all drawers, under the beds and chairs (any moveable object), curtains, chairs, and couches, etc. This sprayer will be set for a 10-minute dry time. The team member will start with the bed(s) and then proceed throughout the rest of the bedroom and suite, if applicable. After at least 10 minutes has passed from spraying the bed linens, the team member will then strip the bed linen in the manner outlined below.
- The bed will be stripped in a particular manner to ensure that the sheets are not agitated and exposed surfaces are turned to the inside, with handling only the outside of each sheet. All housemen, room attendants, housekeeping leadership, rooms leadership, and any others helping in rooms will receive highly specific training in how to properly strip a bed. An overview of this process: The top sheet will be folded in triangles from corner to corner so that the outside is on the inside, then it will be placed in a linen bag. The insert will be placed aside. The top of the second sheet that does not touch the guest will be on the outside as that sheet is gathered with the top facing the team member. It will then be placed in the linen bag. The final sheet will be folded in a similar manner as the top sheet and placed in the linen bag.
- Used sheets will be placed in a bag. Used terry and robes will be placed in a separate bag that is either clear or of a different color than the sheet bag. No used linen or terry will be placed directly into laundry carts.
- Anyone stripping a bed, handling used linens or trash will change gloves before handling clean linen.
- Used linens must be handled very deliberately so that none of them come into contact with the team member's uniform.
- All hard surfaces will be cleaned with disinfectant twice and allowed to rest at least one minute before the surface is wiped clean. This includes phones, lamp knobs, hair dryers, TV remotes, light switches, and chargers. At The Cloister and The Lodge, glassware will be sprayed and then washed with soap and water as usual. At The Inn, all glassware will be removed and replaced with individually wrapped disposable cups.
- Cleaning rags used in one room will not be used in another guest's room. Staff will place used cleaning rags in a plastic bag to be turned into the laundry at the end of their shift.
- Rooms being prepared for new guests will have additional measures taken: All exposed terry will be removed, even if it appears to be unused and clean. Any portion of a used toilet paper roll will be removed and replaced with a new one.
- If it is learned that any room is housing a COVID-positive guest, housekeeping staff will not enter this room until the room has been vacated for 24 hours, and has been disinfected and deep cleaned by a professional cleaning services company.

### 3. PUBLIC MEETING SPACES GUIDELINES

**Cleaning.** High-touch areas will be sanitized prior to the occupation of the meeting space, between meetings, and frequently thereafter. Door knobs will be sanitized frequently when the space is in use. Hand sanitizers will be made available in the meeting space. High-touch areas in hotel lobbies at The Cloister, The Lodge and The Inn will be sanitized frequently to include banisters, tables, and door knobs.

**Food Handling.** All food will be handled according to best practices, and all food handlers will wear gloves.

**Physical Distancing.** Governor Kemp's Executive Order's physical distancing guidelines will be observed.

#### 4. BANQUET SERVICES GUIDELINES

**Team Members.** The culinary team will continue to practice Sea Island's already high standards for sanitizing and cleaning. Team members are required to wear gloves when handling or setting food for events and will wear face coverings. Team members will avoid touching glassware rims, plate surfaces and other areas that guests will come in contact with on all glassware and silverware.

**Event Set-Up.** Individual hand sanitizers will be available. Flatware will be presented in a roll-up napkin.

**Food Handling.** Plated dinners are being encouraged over buffets at this time. However, if a buffet is preferred, staff will ensure attendants serve guests and patrons during the event. No one except Sea Island team members will be allowed to handle or touch food on food lines.

**Cleaning.** Hand sanitizer will be utilized at every event. Equipment will be wiped down with disinfectant. All chairs and tables will be sanitized after each use. Clean and used linens will be transported in sealed single-use plastic bags into and out of meeting rooms.

**Physical Distancing.** Governor Kemp's Executive Order's physical distancing guidelines will be observed.

#### 5. GLOBAL OUTLET MEASURES

##### Front of the House

- Temperature checks will be done before each shift throughout the resort.
- All team members will be wearing face coverings, including in office spaces.
- Disinfectant will be obtained from housekeeping daily, with its use enforced in all areas.
- High-touch areas, including tables and chairs, will be cleaned with disinfectant prior to turning a table in all outlets.
- Door knobs will be cleaned with disinfectant frequently when the space is in use.
- Hand sanitizers are available at all hostess stands.
- All menus will be disposable and printed in house.
- All self-serve items such as salt and pepper, condiments, napkin dispensers, cutlery, candles, and flower vases will be removed and provided by team members upon request.
- Placemats have been removed from all outlets to ensure ease and efficiency of cleaning.
- Seating at dining and bar outlets will adhere to Governor Kemp's Executive Order's requirements.
- All snack offerings have been removed from bar offerings.
- Flatware will be presented in a roll-up cloth napkin.
- Plexiglass dividers have been placed at all hostess stands, banquet buffets, and The Market.

##### Culinary/Stewarding Team Members

- The culinary team will continue to practice Sea Island's already high standards for sanitizing and cleaning.
- Team members are required to wear gloves when handling or setting food for service and will wear face coverings.
- No tools will be shared.
- Team members will avoid touching glassware rims, plate surfaces and other areas that guests will come into contact with.
- Extra sanitizing efforts will occur in all kitchens, including all fully sanitized prep and cooking areas every two hours, with a log kept.

### **Food Handling**

- Buffets such as salad bars, restaurant buffets, and group/social buffets will be attended by a server, limiting guest contact with food.
  - Where applicable, menu items will be packaged individually to allow for single servings.
  - Where applicable, “to-go” service ware may be used to allow for the single serving of menu items.
  - Where applicable, servers will pass plates to guests as they begin to go through the buffet.
  - Where applicable, servers will put food on plates for guests to ensure no cross-guest contact.
- Complimentary Offerings and Coffee Breaks will be attended by a server.
  - Where applicable, menu items may be individually pre-packaged for single servings.
  - Where applicable, “to-go” service ware may be used to allow for single serving of menu items.
  - Where applicable, servers will prepare beverages for guests to ensure no cross-guest contact
  - Beverage refills will be in a new glass to ensure no cross-guest contact.

### **Physical Distancing**

Team Members will comply with Governor Kemp’s Executive Order’s requirements for distancing applicable to their workspace and functions.

### **In Room Dining**

Items ordered via In-room Dining will be delivered to the guest room. Staff will knock, provide the tray to the guest without entering the room, and ask that the guest call In-room Dining when the tray is ready for pick-up.

### **Bowling**

- Sea Strike & Pub will accommodate a maximum of 50 guests at one time.  
Reservations will be taken until 2:00p.m. the day of; walk-in reservations accepted beginning at 4:00 p.m., based on availability.
- Every other lane will be used at any one time, with a maximum of 18 people in the bowling area.
- The check-in process remains the same, with the addition of a Plexiglass shield at the attendant’s desk.
- Guests will be provided gloves to check finger sizing for balls, located at check-in desk.
- Guests will provide clean socks or purchase them.
- Guest will carry his/her own bowling shoes to the lane.
- An attendant stationed in the bowling area will assist guests with clean ball selection (from a designated clean rack) and set up the scoring monitor.
- An attendant will use disinfectant to sanitize and wipe the lane area and bowling balls between use.
- An attendant will sanitize and wipe shoes, Micros, and screens with approved disinfectant.
- Shuffleboard pucks and darts will be sanitized between each use.
- Hand sanitizer will be located at the check-in desk, at each lane, and at the entrance and exit.
- All team members will wear face coverings and gloves.

## **6. TRANSPORTATION GUIDELINES**

**Cleaning.** Touch points in all vehicles will be sanitized after each use. Hand sanitizer and wipes will be available for guests.

## **7. GOLF/GOLF PERFORMANCE CENTER GUIDELINES**

**Team Members.** Team members will wear face coverings.

**Cleaning.** Golf carts will be disinfected after every use, following CDC guidelines as to the number of patrons to allow on each cart. Hand sanitizer will be available for guests inside the facility and on the golf carts. Inside the golf facility, all frequently touched areas will be disinfected and wiped down throughout the day. On- course restrooms will be sanitized frequently through the day and sanitizer and soap will be available for hand washing. Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. POS computers/mouse will be frequently disinfected.

**Physical Distancing.** Governor Kemp’s Executive Order’s physical distancing guidelines will be observed.

## 8. BEACH CLUB GUIDELINES

(Including Camp Cloister, Game Room, Nature Center, Toddler Room, Locker Room, Restrooms, Pools)

**Team Members.** Team members will wear gloves and face covering.

**Guests.** Children exhibiting symptoms of COVID-19, including a fever, will not be allowed to participate in activities.

**Cleaning.** Children’s areas will managed and maintained in adherence to the Governor Kemp’s Executive Order’s requirements for such areas. All shower areas and restrooms in the locker rooms will be wiped down or sprayed frequently. All pools will meet the Department of Health guidelines and will be monitored throughout the day. Pool decks and pool chairs will be thoroughly disinfected with a bleach solution each morning. Trash cans and flat surfaces will be spray sanitized throughout the day, as will door handles, switches, and hand railings. Bathrooms will be monitored hourly and disinfected with spray or wipes frequently. Floors will be sprayed with disinfectant every morning and as needed throughout the day. All high-traffic touch points will be disinfected throughout the day. Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. POS computers/mouse will be frequently disinfected.

**Physical Distancing.** Chairs and beach set-ups will be in line with current physical distancing guidelines in accordance with Governor Kemp’s Executive Order.

## 9. RECREATION GUIDELINES

(Including Fishing, Yacht Club/Coastal Experience Center, Paddle and Water Sports, Shooting School, Tennis)

**Team Members.** Team members will wear face coverings.

**Cleaning.** All boats, guns, fishing rods, kayaks, paddles, life vests and racquets will be thoroughly disinfected after each use. All high-traffic touch points will be disinfected throughout the day.

**Physical Distancing.** Governor Kemp’s Executive Order’s physical distancing guidelines will be observed..

## 10. SPA GUIDELINES

### Front Desk.

- Face coverings are required to be worn at all times when in the spa, except in the showers and in the mineral soaking pool.
  - All team members including service providers will wear face coverings throughout the duration of their scheduled shifts except when eating or drinking. When eating or drinking in a populated area will do so with at least six feet from other team members.
  - Therapists are required to wear face coverings.

- Estheticians, cosmetologists, and nail technicians are required to wear face shields in addition to face coverings.
- Attendants and coordinators are required to wear face coverings.
- A Plexiglass partition has been placed at the front desk.
- Floor markers will be placed to support physical distancing guidelines for guests in accordance with Governor Kemp's Executive Order's physical distancing guidelines.
- No cash payments will be accepted. Cash tips which are placed in an envelope and sealed will be accepted and distributed to the team member after a 24-hour hold.
- Temperature screening for guests will be required at check-in, and hand sanitizer has been placed in areas throughout the spa.
  - Spa coordinators will inform guests that spa staff, including service providers, will be wearing face coverings during services; coordinators will offer all guests a disposable mask if needed.
  - All collateral have been removed and replaced with a single-use disposable option.
  - Pens used at points of sale (POS) will be disinfected after each use and replaced with new, unused pens when available.
- POS computers/mouse will be sanitized frequently by a coordinator using disinfectant wipes and at all areas throughout the spa where computers are used by multiple users throughout the day.
  - Computer terminals used will be the one on the far left and far right facing the window.

#### **Treatments & Treatment Areas**

- While wearing required gloves, service providers will be responsible for the replacement of all linens including table linens, face cradle covers, bathmats, hand towels, bath towels, etc. Linens will be removed after each use, placed into plastic bags and laundered daily.
- Following each treatment, providers will clean with disinfectant, waiting one minute for its effective kill time, then wiping down those surfaces. Areas include but are not limited to counter tops, cabinets, hot towel cabbies, esthetic devices, jewelry dishes, treatment tables, headrests etc. Following the last appointment of the day in a treatment room, the service provider will clean all room surfaces with disinfectant which will sit for the duration of the evening.
- Service providers will clean with disinfectant all body care/skincare product bottles used in treatment at the conclusion of each treatment, allowing it to rest for one minute before wiping off.
- Service providers will sanitize hot towel cabbies and bolsters in use for the day at the conclusion of each shift.
- Service providers will sanitize treatment room door handles, music, light and temperature panels before the next scheduled treatment.
- HydraFacial units will continue to remain on a weekly cleaning rotation per normal protocol.
- Estheticians will be responsible for the cleaning of magnifying lamps used in esthetic treatments following each treatment, using disinfectant wipes.
- All esthetic implements will be sanitized and placed in sanitization containers following each use.
- Any treatment room shower or tub utilized in a treatment will be cleaned with disinfectant at the conclusion of each treatment.
- Treatment tables will be stripped in a particular manner to ensure sheets are not agitated and with the non-contact side facing out. Used linen will not be stored in treatment rooms but taken directly to a laundry bin in a plastic bag.
- Prep and linen room products and computers will be sanitized throughout the day using disinfectant wipes.

### **Locker Rooms**

- In addition to face coverings, all attendants will wear gloves when cleaning any area of the locker room/public areas.
- Attendants will clean shower and sink area following each use with disinfectant, allowing it to rest one minute before wiping down the shower with towel.
- Locker keypads will be wiped frequently by an attendant using disinfectant wipes.
- Guests will be assigned lockers to maintain physical distancing guidelines.
- Appointments will be staggered to limit interaction in locker rooms and public spaces.
- Vanity and shower products (hairbrushes, combs, hairdryers, etc.) will be sanitized frequently.
- Communal products such as facial cleaners, moisturizers, hair spray and deodorant will be available and sanitized frequently.
- Magazines, newspapers and Sea Island collateral will be removed from locker rooms.
- Decorative pillows and blankets have been removed.
- Snacks offered will be prepackaged.
- The steam room and sauna will not be accessible. The mineral pool soaking tubs will be open but limited to one guest at a time in the pool.
- The layout of indoor and outdoor locker room seating has been reconfigured to maintain physical distancing in accordance with Governor Kemp's Executive Order's physical distancing guidelines will be observed.
- In-room Dining service and wine service will be suspended at this time.
- The entire locker room including chairs, couches, ottomans, carpet, showers, restrooms, sink areas, doors, knobs, lockers (except the key pads), tables and counters will be sprayed at closing every evening with disinfectant, allowing it to rest overnight.
- Likewise, the Garden Atrium, Lobby, Water Atrium and outdoor seating areas will be treated with disinfectant at closing.

### **Salon/Salon retail**

- Product containers (in shampoo, styling, manicure and pedicure areas) will be cleaned with disinfectant, allowing it to rest one minute before wiping off after each use.
- The manicure and pedicure area will be limited to two guests who will be separated by unused stations.
- Nail polish bottles will be retrieved by staff only.
- Hair appointments will be staggered with no more than two stations in one room being used at a time.
- Hairbrushes and similar hair tools will be placed in disinfectant after each use.
- Makeup tools will be cleaned with disinfectant after each use.
- Shampoo bowls, hair stations, manicure and pedicure stations will be sanitized after each use.
- Fabric on pedicure chairs will be treated with disinfectant after every use allowing 10 minutes dry time before another guest is seated in that chair.
- Salon retail testers have been removed.
- All tables, chairs, counters, doors, restroom and any other frequently touched surfaces will be sprayed down with disinfectant at closing and allowed to rest overnight.

### **Spa Retail**

- All product testers have been removed. Signage placed within the retail display will advise guests that testers are available at the retail desk.
- Points of sale (POS) will follow front desk guidelines stated above.
- All jewelry, eyewear, or accessories that have been tried on must be wiped down/sanitized using disinfectant, allowing it to rest for one minute before wiping off and replacing the item in the store.
- All apparel items must be steamed after guests have tried on garments. The clothing will be placed in a hold area for 24 hours before replacement on the sales floor.

- No more than six people will be allowed in the Spatique at a given time.
- Cash will not be accepted.
- All associates will wear face coverings throughout the day.
- Floor markers will be placed at the front desk to support physical distancing guidelines in accordance with Governor Kemp's Executive Order's physical distancing guidelines will be observed.

## **11. FITNESS GUIDELINES**

### **Front Desk/Retail**

- Face coverings are required to be worn by guests and members at all times when in the Fitness Center except in the showers and when actively exercising while maintaining at least six feet of physical distancing. Team members will wear masks at all times except when eating or drinking in the back of the house. When eating or drinking, team members will maintain at least six feet of physical distancing.
- A Plexiglass partition has been placed at the desk. Temperature screening for guests may be required at check-in and hand sanitizer has been placed in areas throughout the fitness center.
- Coordinators will offer all guests a disposable mask if needed.
- Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. POS computers/mouse and fitness kiosk will be sanitized with disinfectant wipes frequently by a coordinator.
- Counters, door handles and tables will be sanitized frequently.
- Floor markers have been placed at the front desk to support physical distancing guidelines in accordance with Governor Kemp's Executive Order's physical distancing guidelines.
- All collateral has been removed and replaced with a single-use disposable option.
- The Fit Fuel Café will remain closed until further notice.
- All apparel and cloth items must be steamed after guests have tried on garments. The clothing will be placed in a hold area for 24 hours before replacement on the sales floor.

### **Locker Rooms**

- All attendants will wear gloves and face coverings when cleaning any area of the locker rooms/public areas.
- Attendants will clean showers, counter, sink and door handles following each use with disinfectant, letting the product sit for one minute before wiping down with a towel.
- Locker keypads will be wiped frequently by an attendant using disinfectant wipes.
- Lockers will be pre-locked to ensure physical distancing is in place. Any items remaining in lockers will be placed in a bag and sent to lost and found for retrieval at closing.
- Vanity and shower products (hairbrushes, combs, hairdryers, etc.) will be sanitized frequently.
- Single use products like razors, toothpaste, and toothbrushes will be available.
- Communal products such as facial cleaners, moisturizers, hair spray and deodorant will be available and sanitized frequently.
- Steam room and sauna will not be accessible.
- The entire locker room to include benches, carpet, showers, restrooms, sink areas, doors, knobs, lockers (except the key pads), tables and counters will be sprayed at closing every evening with disinfectant, allowing it to rest overnight.

### **Fitness Floor – Main Area**

- Only 15 guests will be allowed in the strength/cardio studio of the main fitness area at one time.
- Equipment layout will support physical distancing guidelines; equipment that is not available for use has been noted with proper signage.
- Magazines, newspapers and Sea Island collateral have been removed.
- Weight machines, benches, free weights and other guest contact services will be cleaned with disinfectant frequently, allowing for a one minute rest time before wiping.

- Cleaning and sanitizing products are located near all equipment and users will be encouraged to clean equipment both before and after use.
- Reusable headphone ear covers will be available.

### **Fitness Studios & Classes**

- Classes will be limited to a maximum of eight (8) people per class in the fitness center; class size may increase when applicable (on the beach, in a ballroom, etc.) but always allowing for at least 10 feet of distance between exercisers.
- Personal training will be available with proper personal protective gear.
- Studios not holding classes will be limited to a certain number of people depending on the studio's size via appropriate signage and monitored by attendant.
- Studio equipment such as yoga mats, blocks, medicine balls, dumbbells, spinning bikes, etc., will be sanitized after each use. Items such as yoga blankets have been removed.
- The Pilates studio will be limited to three people in addition to the instructor.

### **Pool/Water Atrium**

- Pool seating has been reconfigured to support physical distancing guidelines in accordance with Governor Kemp's Executive Order's physical distancing guidelines.
- Pool capacity will be limited and monitored by a fitness attendant.
- The Water Atrium will be limited to six and monitored by both spa and fitness attendants, with proper signage posted. The layout has been reconfigured to support physical distancing guidelines in accordance with Governor Kemp's Executive Order's physical distancing guidelines.
- The pool area will be completely sanitized at the end of each day by cleaning all chairs, tables and frequently touched surfaces with disinfectant.

## **12. RETAIL GUIDELINES**

**Retail Items.** All apparel items must be steamed after guests have tried on garments. The clothing will be placed in a hold area for 24 hours before replacement on the sales floor.

**Cleaning.** All doorknobs and hand plates will be wiped with disinfectant wipes frequently. Pens used at points of sale (POS) will be replaced with new, unused pens or recently disinfected ones. POS computers/mouse will be frequently disinfected.

**Physical Distancing.** Governor Kemp's Executive Order's physical distancing guidelines will be observed.