



**HEALTH AND HYGIENE GUIDELINES**  
**December 2021**



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.
- We require all team members to wear face coverings when indoors regardless of their vaccine status. Team members are continually reminded about the necessity of safe and frequent hand washing and other recommended hygiene practices. 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 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 and we encourage guests who are unvaccinated to wear face coverings.

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 achieve four Forbes Travel Guide Five-Star awards for 13 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.

**Arrival/Check-In.** High-touch areas will be sanitized frequently. Bell carts will be cleaned with disinfectant frequently. POS computers/mouse will be frequently cleaned with disinfectant.

**Team Members.** We require all team members to wear face coverings when indoors regardless of their vaccine status. 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 in the preparation of food.

## 2. ROOMS, GENERAL GUIDELINES

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

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- The Bell Staff, a Butler, Inn Houseman or Front Desk Agent will sanitize the bell cart frequently.
- Front doors will be sanitized frequently.
- Team members will wipe down their workstations upon arrival and prior to leaving their shift.
- At The Inn, team members will wipe down their workstations upon arrival and prior to leaving their shift.
- Hand sanitizer will be available for guests at the front desk.
- Face coverings for guests will be available at the Front Desk upon request.
- Full service and turndown service will be conducted every day
- 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.
- Guests at The Cloister and The Lodge can access magazines and newspapers via the complimentary Press Reader app and newspapers are available in the lobby.
- Bell Staff will take elevators or stairs separately from guests.
- At The Cloister, complimentary breakfast pastries and coffee and afternoon tea and cookies and are self-serve with sanitizing agents available at the location of the offerings.
- At The Lodge, morning coffee and pastries and afternoon beverages are self-serve and sanitizing agents available at the location of the offerings. At The Inn, the complimentary continental breakfast serves all offerings individually wrapped. Morning coffee will be served to guests by a team member.
- BMW loaner cars will be thoroughly sanitized by our valet staff between guest use.
- Public spaces, including Front Desks, Concierge Desks, tables, door knobs, banisters, elevators and restrooms will be cleaned frequently.

### Guest Rooms and Housekeeping

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- Housekeeping services will be provided every third day at The Cloister as well as extra towels and trash service daily if requested. Each evening between 6-9 p.m., we will conduct limited turndown service of ice and replenishment of towels, water, and amenities.
- All collateral, excluding magazines, have been removed from the rooms.

- Each room will have signage including a QR code that details food and beverage hours of operations, in-room dining menus, and activities offerings.
- Extra blankets will be placed in zippered plastic bags indicating they are clean and disinfected. Any blankets used during a stay will be laundered prior to occupation by other guests.
- A full service and full evening turndown will be conducted every day unless guest requests otherwise.
- Beds 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.
- 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. This includes phones, lamp knobs, hair dryers, TV remotes, light switches, and chargers. At The Cloister and The Lodge, glassware will be disinfected 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.
- 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 disinfected and deep cleaned.

### 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. Hand sanitizers will be made available in the meeting space. High-touch areas in hotel lobbies at the Cloister, Lodge, and Inn will be sanitized frequently to include banisters, tables, and door knobs.

**Food Handling.** All food will be handled according to best practices.

### 4. BANQUET SERVICES GUIDELINES

**Team Members.** We require all team members to wear face coverings when indoors regardless of their vaccine status. The culinary team will continue to practice Sea Island's already high standards for sanitizing and cleaning.

**Event Set-Up.** Individual hand sanitizers will be available upon request.

**Food Handling.** All food will be handled according to best practices.

**Cleaning.** Hand sanitizer will be utilized at every event. Equipment will be wiped down with disinfectant. Used linens will be transported in sealed single-use plastic bags into and out of meeting rooms.

### 5. GLOBAL OUTLET MEASURES

#### Front of the House

- 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.
- Hand sanitizers are available at all hostess stands.

- All menus are presented digitally via a QR code.
- All snack and bar offerings have resumed as normal.

#### **Culinary/Stewarding Team Members**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- The culinary team will continue to practice Sea Island's already high standards for sanitizing and cleaning.
- 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 between shifts, with a log kept.

#### **In Room Dining**

Items ordered via In-Room Dining will be delivered to the guest room with full service. Requests for limited contact service will be honored.

#### **Bowling**

- Guests will be provided gloves to check finger sizing for balls, located at check-in desk.
- 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 stations, 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 bowling lane, and at the entrance and exit of the restaurant.
- Guests will carry his/her own bowling shoes to the lane.

### **6. TRANSPORTATION GUIDELINES**

**Cleaning.** Touch points in all vehicles will be sanitized as needed throughout the day. Hand sanitizer and wipes will be available for guests.

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

**Team Members.** We require all team members to wear face coverings when indoors regardless of their vaccine status.

**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 in designated areas outside and on course. 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.

### **8. BEACH CLUB GUIDELINES**

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

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

**Cleaning.** Children's areas will be 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.

## 9. RECREATION GUIDELINES

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

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

## 10. SPA GUIDELINES

### Front Desk.

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- 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.
- Hand sanitizer has been placed in areas throughout the spa.
  - Service providers will offer all guests a disposable face covering if desired.
  - All collateral has been removed and available digitally via a QR code.
  - 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.

### Treatments & Treatment Areas

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- We require all guests and members to wear face coverings during their massage services when facing upwards.
- 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 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.
- Prep and linen room products and computers will be sanitized throughout the day using disinfectant wipes.

### **Locker Rooms**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- 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.
- 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.
- Steam room and sauna have a maximum
- of two (2) occupants at a time (signage is posted).
- Magazines, newspapers, and Sea Island collateral will be removed from locker rooms, but available digitally via a QR code or app.
- All snack and bar offerings have resumed as normal.
- In-Room Dining service is not offered at this time.
- The entire locker room including chairs, couches, ottomans, carpet, showers, restrooms, sink areas, doors, knobs, lockers (except the keypads), tables, and counters will be sprayed at closing each evening with disinfectant, allowing it to rest overnight.
- The Garden Atrium, Lobby, Water Atrium, and outdoor seating areas will be treated with disinfectant at closing.

### **Salon/Beautique**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- 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.
- 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.
- 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.

### **Spatique**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- All apparel items must be steamed after guests have tried on garments.
- Cash will not be accepted.

## **11. FITNESS GUIDELINES**

### **Front Desk/Retail**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.

- 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.
- All collateral has been removed and is available digitally via a QR code or app.

### **Locker Rooms**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- 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.
- 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 have a maximum of two (2) occupants at a time (signage is posted).
- 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**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- All collateral has been removed and is available digitally via a QR code or app.
- 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**

- We require all team members to wear face coverings when indoors regardless of their vaccine status.
- Personal training will be available with proper personal protective gear.
- 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.

### **Pool/Water Atrium**

- 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**

**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.