

MARGARITAVILLE®

Lake Resort

LAKE OF THE OZARKS

Margaritaville Lake Resort, Lake of the Ozarks Expanded Guidance for Safe Meetings

As we navigate a new course with the challenges surrounding COVID-19, the top priority of Margaritaville Lake Resort, Lake of the Ozarks is the health and safety of our guests, team members, owners, and partners. In an effort to ensure that safety remains at the forefront of each operation, Margaritaville has developed guidelines and standards to be followed in accordance with local government policies.

- Property managers have completed a 172-point verification audit, inclusive of health and sanitation training for all management and staff.
- Each Margaritaville property has a designated health and sanitation lead person, responsible for implementing and enforcing standards. Michael Cost, Director of Hotel Operations, is the hero for Margaritaville Lake Resort, Lake of the Ozarks!
- The Margaritaville brand is committed to staying in close communication with the lead managers, property owners and operators to support making adjustments as necessary.

In following the guidelines from our local, state, and federal governments, as well as the Center for Disease Control (CDC), Margaritaville Lake Resort, Lake of the Ozarks has adjusted practices during this time to ensure the safety of our guests and associates.

- Hand sanitizer stations are prevalent at high traffic customer touch points throughout the property, including meeting areas.
- Signage is posted throughout public spaces on cleanliness, social distancing, and hand hygiene.
- EPA approved cleaning and disinfecting agents that kill the COVID-19 virus are used throughout the property.
- Face masks for any guest facing associate are currently considered part of our associate's uniforms, with exceptions made for associates' well-being while working outdoors. Gloves will be worn by associates completing specific job functions.
- When reporting to work, associates will receive a wellness check to include a non-invasive temperature check and a screening questionnaire.

- Guests will be advised to practice physical distancing by staying at least six feet away from other groups of people not traveling with them while standing in lines and using elevators.
- All guest rooms are cleaned and disinfected using EPA and CDC approved products, with enhanced emphasis on high-touch areas.
- Out of abundance of caution and to minimize person-to-person contact, the housekeeping associates will not enter and service your room during your stay unless requested.
- Margaritaville Lake Resort, Lake of the Ozarks will continue to adjust food and beverage service in accordance with current food safety recommendations. Food and beverage service will focus on reducing in-person contact with guests and increasing sanitation.
- Traditional buffet service in the restaurant has been revised to follow social distancing guidelines and to increase sanitation procedures. In-room dining has been temporarily suspended.

For Meetings, Banquets and Events:

- Meeting spaces will be maximized to accommodate appropriate social distancing between guests, tables, and chairs.
- Outdoor space is available for receptions, breakout spaces, and other events.
- Re-designed catering menus will be available to accommodate contactless service. Traditional buffet service is discouraged.
- Continental breakfasts and refreshment breaks can be set up in multiple stations to promote social distancing. Gloved and masked associates can distribute items and condiments.
- Self-service water stations in meeting rooms and hallways will be provided upon request from the planner. Meeting room table service consisting of pens, notepads, candy, water pitchers, and glasses on tables will be provided upon request from the planner.
- Meeting rooms will continue to be cleaned and sanitized after each meeting. Frequently touched surfaces are cleaned and disinfected as much as possible.

Front Desk

Social Distancing:

The front desk area has stanchions to promote one way traffic, in addition to floor clings to encourage social distancing.

Sanitation:

High touch areas will be cleaned frequently.

Contactless Check-in / Check-out / Communication:

To unlock the guest room door, the hotel provides the guest's choice of a RFID key card or an RFID wristband to hold up to the door lock. The key cards are sanitized after each guest's use. The wristbands are not reusable and can be taken home as a souvenir or disposed of by the guest.

SMS messaging is available for additional requests and questions.

Housekeeping

Clean and Disinfect Guest Rooms:

Guest and team member's health remains our highest priority during this Covid-19 pandemic. We have taken extra precautions to clean and sanitize your room prior to your arrival.

Surfaces in guest rooms are thoroughly treated with EPA approved cleaning and disinfecting agents that kill the COVID-19 virus, with intensified consideration in the following areas:

- Switches, and Electronic Controls – lights, switches, electronic controls, etc.
- Handles and Knobs – doors, closets, drawers, knobs, and drapery pull handles
- Bathroom surfaces – toilet handles, seats, splash walls, shower/tub controls and faucets
- Climate control panels
- Telephones, remote controls, and clocks – handsets, dial pads, function buttons
- Bed and Bedding
- Bath amenities –amenity items, tissue boxes, soap dishes, trays and hair dryers
- Closet Goods – irons, ironing boards.
- In-room Food and Beverage – refrigerators and coffeemakers

All housekeeping carts are disinfected at the start and end of each shift.

All linens are laundered at a high temperature for optimal disinfection. Associates will wear gloves when handling dirty linens.

Guest Room Collateral and Amenities:

Pencils, pads, bottled waters, room service menus, and extra decorative pillows have been removed from guest rooms. All glassware has been replaced with plastic-wrapped disposable cups.

Extra pillows and blankets stored in guest room closet have been removed and are available upon request.

All items are available upon request to be brought to the guest room with contactless delivery.

No Stayover Service:

Out of abundance of caution and to minimize person-to-person contact, the housekeeping associates will not enter and service your room during your stay. However, if you wish to have your room serviced during your stay, please contact the front desk. Fresh linen will be packaged in a bag for delivery to your room. If housekeeping service is requested, the guest is not allowed in the room while services are performed to properly maintain social distancing.

Sanitation:

Starting with our public spaces and high-traffic areas, the hotel is going above and beyond our normal protocols. We are cleaning surfaces with increased frequency and dedicated staff, using EPA approved cleaning and disinfecting agents that kill the COVID-19 virus.

Hand sanitizing stations have placed at entrance/exit of public restrooms. Hand washing instructions have been posted throughout the property.

Lobby floor, trash cans, and public restrooms are disinfected every two hours. Elevator buttons, escalator handrails, and door handles are disinfected frequently. Bell carts used by guests will be sanitized after each guests' use.

Mini-bus and tram drivers wipe down seats and grab bars between runs.

No-touch trash cans continue to be utilized.

Water drinking fountains will be suspended.

Surfaces in public space and restrooms are thoroughly treated, with intensified consideration in the following areas:

- Door handles and push plates
- Sink faucets and Counters, toilet handles
- Lids of containers for disposal of women's sanitary products
- Soap dispensers and towel dispenser handles
- Baby changing stations
- Trash receptacle touch points
- When applicable, restroom doors will be propped open to eliminate touch on door handles.

Fitness Centers, Spa, Business Center, Recreation Areas

Equipment will be thoroughly treated with EPA approved cleaning and disinfecting agents that kill the COVID-19 virus with increased frequency. Disinfecting wipes will be available for guests to use before and after utilizing Fitness Center equipment.

Pools and Indoor Water Park

Lounge chairs and furniture will be repositioned to promote social distancing. Hand sanitizing stations will be strategically placed.

Frequently touched surfaces will be cleaned and disinfected at least daily, such as:

- Handrails, slides, and structures for climbing or playing
- Lounge chairs and tabletops
- Door handles and surfaces of restrooms, hand washing stations, diaper-changing stations, and showers

Gift Shops

Store fixtures have been rearranged to promote social distancing. Social distancing floor clings have been installed in front of cashier stations.

All of us at Margaritaville Lake Resort, Lake of the Ozarks are committed to serving our guests with the utmost safety while we do what we do best – Create and Deliver Fun and Escapism while Providing a Successful Event.

We look forward to seeing you again soon, and are happy to answer any questions you may have about the steps we take to keep every guest and staff member safe. Please see our website for more information at MargaritavilleResortLakeoftheOzarks.com or contact me at (573) 348-8554.