



## CERTIFIED SAFE AND CLEAN

Club Quarters' mission has always been to provide a safe haven for business travelers and urban explorers. As we all face the effects and implications of COVID-19, we remain even more committed to the health and safety of our team members and guests. In an effort to further improve our already thorough cleaning guidelines, we have thoughtfully and methodically enhanced every aspect of our cleaning and safety procedures as part of the "CQ Certified Safe & Clean Program". Our program not only adheres to the guidelines set forth by the Center for Disease Control and Prevention (CDC) in the US, the National Health Service (NHS) and the Health and Safety Executive (HSE) in the UK, and the World Health Organization (WHO), but is also certified by both medical and industry experts in terms of cleaning products, cleaning procedures and materials. All hotels will go through strict, frequent audits to ensure compliance and adherence to the program.

We are prepared and eager to welcome you back into a safe and comfortable Club Quarters. We hope to see you soon.

Sincerely,

A stylized, handwritten signature in black ink, consisting of a large loop and a trailing flourish.

John Paul Nichols, Chief Executive Officer  
Club Quarters Hotels

## HOW OUR PROGRAM IS CERTIFIED



- **Diversey** is a global provider of cleaning and disinfecting products to hospitality, healthcare and retail facilities.
- They certified how and where we clean (procedures) and the products we use (standards).



- **Bureau Veritas** is a global leader in testing, inspection and compliance of hotel cleanliness.
- They certified and audited the procedures we are taking to assure the health, safety and hygiene conditions of our hotels and personnel.



- **Corporate Medical Advisors (CMA)** are medical experts providing health advisory services in the context of the COVID-19 pandemic. They are a part of International SOS – a leading medical services and security company.
- They provided guidance and counsel on CQ's Certified Safe & Clean Program, and continue to provide ongoing inspection and customization of the program.



## TOUCHLESS ARRIVAL EXPERIENCE

Enhanced capability that enables guests to check in using a touchless experience for all reservations. New procedures will be implemented to welcome guests in a safe and friendly manner.

- Contactless front door via automatic mechanism or assisted by a hotel team member.
- Check-in will be available via mobile phone app independent of where the reservation was made. Check in also available on the web.
- Digital key is available on your mobile phone when you check in through our app enabling the guest to proceed directly to their room.
- All lobby kiosks to be upgraded with QR code technology to allow kiosk check-in to be performed from the guest's mobile phone (contactless). Guest room key will be dispensed from the Kiosk.
- Credit card machines accessible for guest use only at the front desk. Guests will be encouraged to use contactless payment options.
- Luggage carts will be sanitized throughout the day.
- Self-parking is encouraged. Valet parking will vary across hotels and will only be available when our partner valet companies are certified with a suitable clean and safe program.



## GUEST ROOMS

Our housekeeping team members will implement enhanced cleaning protocols prior to the arrival of all guests.

- The TV Remote control will be fully cleaned and sanitized after each stay. The in-room TV will also have the ability to be controlled using your own mobile phone.
- Communication and requests with our guest services team is encouraged through our hotel texting program.
- Stay over rooms will not be cleaned by a team member and we will limit any non-emergency entry into guest rooms that are occupied. All stay over rooms will be provided linen, terry, and/or additional bath amenities upon request, using a contactless approach. Long term stays will have different arrangements, with procedures to protect both the guest and our team members.
- Any items which cannot be cleaned and sanitized appropriately will be removed. These include: hotel directories, pens, notepaper, hair dryer bags, extra linen and blankets, glassware, clock radios, kitchenette supplies and yoga mats.
- Clean and sanitized yoga mats will be available upon request.
- Valet laundry will only be delivered (contactless) if the guest is in their room.



## ENHANCED CLEANING PROTOCOLS & PROCEDURES

We have significantly enhanced our cleaning procedures throughout the hotel, ensuring guest rooms and public areas are cleaned and disinfected. These processes have been certified and will be audited frequently by third parties to ensure compliance and safety.

- Unvaccinated guests are required to wear masks in all public spaces. We will provide a surgical mask and gloves upon request.
- For fully vaccinated guests, mask requirements vary based upon federal and local guidance.
- There will be additional hand sanitizer stations placed throughout the hotel in public areas.
- Hi-touch public spaces will be cleaned at least once per hour throughout the day with hospital grade disinfectant.
- HVAC systems and air filters will be cleaned and changed more frequently.
- There is signage in public spaces, information on the CQ website and messaging on in-room televisions explaining cleanliness, safety, and social distancing practices at the hotel.
- Safety and cleanliness guidelines and procedures will be communicated via e-mail when reservations are made. They will also be clearly outlined on our website ([clubquartershotels.com](http://clubquartershotels.com)).
- Guest Request Closets will be closed. Guest items will be available upon request, with touchless delivery.



## EMPLOYEE SAFETY & TRAINING

All team members will go through rigorous training on new cleaning and disinfecting procedures, materials and tools. We will ensure that team members are safe and healthy.

- All team members will have the option to wear masks and protective gloves when needed.
- Every hotel will have a Hygiene Manager responsible for overall safety and cleanliness training and hotel program inspection.
- Social distancing will be enforced based upon federal and local guidelines.
- Team members will follow federal and local guidelines for health and safety:
  - Regularly and thoroughly cleaning hands with an alcohol-based hand sanitizer or by washing with antibacterial soap and warm water.
  - Avoid touching eyes, nose and mouth.
  - Covering mouth and nose with a bent elbow or tissue when coughing or sneezing.



- Staying home if feeling unwell.
- All housekeeping staff will be trained regularly on two step "certified clean" techniques and chemicals, both sanitizing and disinfecting.
- There will be no sharing of equipment or materials among team members and they will all be fully disinfected after each use.



### **FOOD & BEVERAGE**

Food and beverage offered in the hotel will adhere to our certification guidelines. We will partner with local restaurants and provide a safe approach to contactless delivery.

- Deliveries will be left in a dedicated secure area for food drop off and pick up by each guest. Liquor delivery will be subject to guest age check.
- We will also recommend food delivery services/apps
- All restaurants in our hotels will be subject to the same standards of our CQ Certified Safe and Clean Program. Variations may exist only due to local guidelines of individual city on in- restaurant dining and seating.