



LANSLOWNE



COVID-19 SAFETY PLAN

Thank you for Discovering Lansdowne for your overnight experience, getaway or celebration!

Please know we are grateful for your visit and have made the health and safety of our employees, guests and community our greatest priority as we all respond to COVID-19. During your stay, Lansdowne Team members are required to maintain physical distancing; to wear personal protection equipment while indoors and to conduct enhanced cleaning protocols as recommended by Virginia's Public Health Department.

To ensure a comfortable and safe environment for everyone, Lansdowne requires all guests to adhere to restrictions implemented by the Commonwealth of Virginia.

Please enjoy your visit and when you have questions or need assistance at any time before or during your stay please don't hesitate to call 703-729-8400 or email LDR-General@lansdowneresort.com.

HEALTH & SAFETY RESPONSIBILITY OF LANSDOWNE STAFF

- Physical distancing
- Wearing face covers while indoors with gloves as required
- Daily temperature checks upon entering the building
- Staying home if symptoms are present
- Staying home if exposed to someone with COVID-19 in the past 14 days
- Regular hand washing for 20 seconds
- Adherence to enhanced training and cleaning protocols specific to COVID-19

HEALTH & SAFETY RESPONSIBILITY OF GUESTS

- Evaluate their health status prior to traveling and cancel and re-schedule their visit when they:
 - Have a temperature; not feeling well or showing symptoms of COVID-19
 - Have been exposed to someone with COVID-19 in the past 14 days
- Wear a face cover upon entering Lansdowne and keep on at all times while indoors
- Request PPE from Lansdowne as needed in addition to sanitary wipes
- Maintain physical distancing of at least 6 feet at all times; follow floor markings as noted
- Wash hands and use hand sanitizing stations on a regular basis
- Wipe luggage handles after exchanging luggage with another person
- Limit elevator occupancy to single rider unless riding with same party
- To get outside and enjoy our 500 acre property while practicing physical distancing at all times
- For your safety, please do not walk on the golf courses or golf course paths at anytime

GUEST SERVICES SAFETY & CHECK-IN

- Transparent screens are in place to provide separation between people
- All guest touch-points are sanitized after each transaction including credit card devices, pens and registration counter tops
- Room key cards are sanitized before and after each use
- Lansdowne guest service staff will sanitize luggage handles upon receiving luggage
- Hand sanitizer stations are available throughout the property for use by guests and staff

- Doors are propped open, when appropriate, to minimize touching
- Hi-touch surfaces are disinfected on a frequent basis including public bathrooms, seating areas, doors, knobs, buttons, push plates and tables
- Parking is limited to complimentary self-parking; valet parking has been suspended

HOUSEKEEPING

- Lansdowne guest rooms are cleaned with EPA approved chemicals and equipment per guidelines effective against viruses, bacteria and airborne pathogens
- Lansdowne's standard cleaning guidelines comply with the American Hotel and Lodging Association's new Safe Stay program which focuses on the cleaning and disinfecting of high-touch, hard non-porous surfaces including: TV remote controls, toilet seats, handles, nightstands, telephones, light and temperature controls, alarm clocks, coffee makers and room amenities to ensure a safe environment for all guests and staff.
- In addition to Safe Stay, all Lansdowne HVAC air filters are cleaned with approved disinfectants and exposed to a UV light system for added protection
- A 'Disinfected for Your Safety' sticker is placed on each door after the room is cleaned
- During your stay, guest room housekeeping services have been suspended
- Upon request, additional amenities, fresh towels and linens will be delivered to the guest room door
- Extra pillows, blankets and robes are available upon request

FOOD & BEVERAGE

- All transactions are cashless. Charges are applied to guest rooms or by credit card only
- Visit [Lansdowneresort.com](https://www.lansdowneresort.com) for updated F&B offerings, schedules and menus
- Breakfast, Lunch and Dinner options are available daily
- Indoor and outdoor seating available with physical distancing required
- Please do not move tables or chairs or visit other tables while dining
- Reservations and walk-ins are welcome
- Dining tables and chairs will be sanitized before and after each use
- Menus are single use disposable menus
- Piedmont's Restaurant uses re-usable china, glass and silverware that is disinfected

- between uses. Disposable plates, cups and cutlery are available upon request
- No condiments are pre-set at dining tables
 - Condiments are single use
- Staff will wear face covers and gloves at all times
- Staff will adhere to all safety guidelines including daily health checks
- Food and Beverage staff are required to wash their hands every 30 minutes

BOOST YOUR IMMUNITY

- Discover the Respiratory Detox Shot during your stay and boost your immunity to
- improve your health. For information and details on how to purchase, visit: DejaHarmony.com or the Front Desk at Lansdowne

SPA MINÉRALE

- All policies, guidelines & procedures will be revised to comply with updates from local health authorities.
- Reservations:
 - Access to the spa is by appointment only
 - Guests are not permitted to wait in any area of the Spa
 - Day passes are not available at this time
- Spa Access & Amenities:
 - Guests are asked to arrive no later than 15 minutes prior to the scheduled appointment time. Earlier arrivals are prohibited
 - Sauna, steam, whirlpool and lounges are temporarily closed
- Safety:
 - Guests are required to have their temperature checked upon entry to the Spa
 - Guests with above average temperatures will be denied access to the Spa
 - Guests are required to wear a face covering at all times, including during treatment
- Check-In Procedures:
 - Please arrive 15 minutes prior to your scheduled treatment time for temperature check & completion of waiver
 - Guests will not have access to lockers and will undress/dress in the treatment room
 - Late arrivals may affect treatment start time. The remaining time will be at full treatment cost
 - The Spa is a cashless facility. We accept room charges, member charges or credit card

- Cleaning Procedures:
 - All staff are certified in Infection Prevention & Control and take added measures to disinfect all high-touch areas, work stations and treatment rooms.
 - All staff and guests are to wash their hands as often as possible and use sanitizer station throughout the Spa as needed.

GOLF SAFETY

- Check-in is available in both the golf cart area and the golf pro shop
- Lansdowne staff will not handle golf bags
- Golfers are responsible for placing their golf bags on the golf cart our staff assigns to them
- Walking is encouraged but single rider carts are available
- All carts are sanitized between uses
- There is an increased separation of hitting stations on the driving range
- Bunker rakes and divot bottles have been removed from the golf courses
- Cups are inverted so pin flags do not need to be touched or removed to retrieve golf balls
- No outside alcohol is permitted; beverage carts are available on the golf course

HEALTH AND FITNESS CENTER & INDOOR POOL

- The Health & Fitness Center will open from 6:15 AM - 7:30 PM, daily
- The Health Club is operating at a limited 75% capacity
- All Fitness Classes will be held inside
- All Fitness Classes must maintain 10 feet social distancing
- Indoor pool will open from 6:30 AM - 7 PM, daily
- Indoor pool is allowed to have free swimming with 10-foot social distancing enforced
- Personal Trainers must maintain 10 feet social distance from guests
- Resort Guests/Members must enter through the health club for a temperature check
- Guests with above average temperatures will be denied access to the Health Club
- Masks must be worn inside the building and are recommended in the Fitness Center
- Towels will be available, however, it is strongly encouraged that Guests/Members bring their own towels
- Locker rooms are for restroom use only. Showers and lockers are unavailable