



Airlie takes great pride in providing for the well-being of our guests. Our procedures and practices are intended to give you peace of mind that whatever the reason for your stay here, you can be confident that we are maintaining the highest standards of sanitation and hygiene.

In response to COVID-19, we have implemented additional protocols complying with global and local public health authorities (including the WHO and CDC) to make our regimen even more rigorous:

For further information on state and local guidelines and restrictions in response to COVID-19, please visit: <https://www.virginia.gov/coronavirus>

Personal Protective Equipment in Practice

- All staff are at a minimum following local and federal regulation as it relates to wearing personal protective equipment and ask that guests do the same.
- All associates will wear a mask when working in the hotel. Additionally, associates in our meeting and events space will wear gloves when preparing or serving food.
- All staff are trained on how to appropriately wear and use PPE.
- PPE is available for guests.

Cleanliness & Hygiene Practices

- All staff are trained on CDC guidelines regarding personal hygiene and personal safety during COVID-19, including, but not limited to, proper hand washing and proper hand sanitizing.
- Associate temperature and health checks are completed daily when arriving at work. Any associates displaying a fever are instructed to return home.
- Improved HVAC filtration to the highest-level achievable utilizing MERV 13 filters and have outdoor air ventilation has been increased.
- CDC approved disinfectant spray is used to clean all our guest rooms and our housekeeping supervisors will do an additional disinfection of high touch areas before releasing the room for guest occupancy. All additional collateral and decorative soft good have been removed from rooms. Items are individually wrapped where applicable
- Sanitizer stations will be available for guest use throughout the public spaces of the property and in the back of house areas for associate use.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and continue to use industrial-grade disinfectant.
- Safety shields have been installed at the Front Desk for your protection as well as our associates. Each check-in station is sanitized in between servicing arriving guests.
- Pre-Registration and express remote check out is in place for all guests to practice touchless check in and check out and limit the time guests are in the lobby area. We respectfully ask that all guests utilize these practices. Pre-registration link can be found on your confirmation as well as your reminder email and before you arrive email that is sent to your email on file prior to arrival. Please contact reservations@airlie.com should you need these resent to you.

Service Adjustments

- Currently our restaurant and bar, Harry's remains closed.
- Contactless service protocols have been put in place for room deliveries and maintenance.
- Daily housekeeping has been suspended. Service can be requested but guest must schedule a time and the room must be vacated during this time. Housekeeping will not service the room with guests present.
- We are adjusting, furniture and paths of traffic to allow for social distancing. That includes limiting the capacity in elevators and all public areas.
- Swimming pool (open through September) and fitness room, social distancing in place of 10 feet.
- Archery & Sporting Clays - Suspended
- We are noting all changes social distancing requirements and other new protocols with signage throughout the property.
- *Did you forget?* Please contact the Front Desk to request any additional amenities you may need, and we will deliver, wrapped, to your door or placed on the floor in front of your
- On property shuttle service available but limited. SUV's and Golf carts are sanitized before and after each pick up

We need everyone's help in staying safe and protected. Please do your part where possible by wearing masks and practice social distancing.