

LA CANTERERA'S CLEAN CONNECTION

Connection with Safety as Priority One

Just like you, La Canterera Resort Spa is adjusting daily to the impact of the COVID-19 pandemic. And when connecting people is your business, the mission of The Resort is to provide the safest environment and supporting best practices as possible. The Resort leadership has teamed up with safety, engineering and chemical partners, consultants and of course adopted recommendations from the CDC in the development of supporting connection in meetings, special occasion events and social gatherings in an exceptionally safe and clean environment.

Here are some examples of new initiatives.

OVERALL INITIATIVES:

- 🧼 Dedicated sanitization personnel – guest and associate areas
- 🧼 Sanitizing stations throughout The Resort for guests and staff
- 🧼 Social distancing throughout The Resort as applicable
- 🧼 Comprehensive sanitization in public areas and guestrooms using electro-misting systems
- 🧼 Temperature testing of all associates upon entry to The Resort
- 🧼 Contact-Free services where applicable
- 🧼 Hospital Grade Merv 15 HVAC filters for HVAC system
- 🧼 At minimum adhering to all National, State, County and Local laws and regulations

PUBLIC AREAS:

- 🧼 Furniture placed to ensure social distancing in large gatherings
- 🧼 Sanitizing stations at all restrooms, high touch points, and throughout function spaces and conference areas
- 🧼 Designated sanitizing shifts of high touchpoint areas, by leadership
- 🧼 Daily quality control shifts by senior leadership team

ARRIVAL/FRONT DESK:

- 🧼 Sanitizing stations at each check-in pod
- 🧼 Desk and keys sanitized after each transaction
- 🧼 Floor markings to optimize social distancing in lobby/queue areas and elevator landings
- 🧼 Arrival time sequencing may be managed by The Resort to ensure minimal gathering in the lobby and check-in areas
- 🧼 All collateral and information are digital or assembled in a sanitized environment directly from printer to end destination
- 🧼 Luggage handling with appropriate Personal Protective Equipment (PPE) for all associates





ROOMS HOUSEKEEPING:

- 🧼 Locally-sourced hand sanitizer in every room, replaced at checkout
- 🧼 Gloves/mask/booties worn by all room attendants when entering/servicing guestrooms
- 🧼 Room distancing whenever possible (every other room and staggered across the hallway)
- 🧼 Notecard with sanitizer highlighting product used to service room with statistical highlights
- 🧼 Ecolab Products, which combats/kills 99.9% of bacteria and viruses
- 🧼 One-touch terry (towels, robes, etc.)
- 🧼 Complete removal and restock of all terry and paper goods upon room make-ready procedures
- 🧼 Removal of all paper collateral (pens/notepads, menus, magazines)

F&B OUTLETS:

- 🧼 All associates up-to-date with all certifications and new amendments regarding food handling and sanitization
- 🧼 Kitchen workstations and restaurant seating built to ensure social distancing
- 🧼 Masks worn by all service staff
- 🧼 All check presenters and pens disinfected
- 🧼 Touch-free credit card redemption process
- 🧼 Enhanced cleanliness protocol to ensure high touchpoint areas are regularly disinfected
- 🧼 Floor markings designated for spacing at all queue points
- 🧼 Contact-free In-room dining

MEETING & EVENT SPACES:

- 🧼 Event space setup diagrams built for current restrictions
- 🧼 Staggered program breaks to minimize gatherings and contact
- 🧼 Increase in elevated plated and individually portioned buffet offerings, as well as packaged snacks for breaks
- 🧼 Use of beverage refrigerators to eliminate "communal ice"
- 🧼 All guests given one-touch best practices reference guide
- 🧼 Daily safety exchange with designated group contacts

We are all continuing to be agile in managing the challenges of the current environment. Given the constant flow of new intelligence and ongoing developments, La Cantera's Clean Connection will continuously evolve and implement leading-edge protocols. As such, based on the most current events, CDC recommendations, emerging best practices and new products, La Cantera Resort & Spa will continue to adapt as responsible or recommended.

THE FOLLOWING ARE SOURCES AND VENDOR PARTNERS AFFILIATED WITH INSTRUCTION, INSPIRATION, CONSULTATION AND PRODUCTS SUPPORTED IN THIS PLAN:

- 🧼 Centers for Disease Control (CDC)
- 🧼 Ecolab
- 🧼 American Hotel & Lodging Association (AHLA)
- 🧼 Rejuvenate- Leader Certified, Infection Prevention & Control
- 🧼 American Culinary Federation (ACF) – Leader Certified; Safety & sanitization
- 🧼 Visit San Antonio (Visitor's Bureau)

The Resort is honored to be partnering with organizations that value both their attendee's safety and the power of connection. Thank you for connecting at La Cantera Resort & Spa.