



The Gaylord Texan Resort Is Committed to Your Safety

Face Mask Policy

Face masks are required for all guests, ages two and older, in indoor/outdoor public spaces.

Deeper, More Frequent Cleaning

We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, the hotel has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and this cleaning is done with increased frequency.

Public spaces, including, but not limited to, the lobby, aquatic areas, fitness centers and meetings and convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We also are placing disinfecting wipes in each guest room for guests' personal use.

Social Distancing

We are using signage throughout our hotel to remind guests to maintain social-distancing protocols and have removed or re-arranged furniture to allow more space for distancing. In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing.

We have added partitions at front desks, concierge stands and food and beverage service lines to provide an extra level of precaution for our guests. Also, we have imple-

mented line management initiatives to reinforce proper social distancing.

For the protection of our guests and STARS (Gaylord staff), we have implemented "upon request only" housekeeping service. No STARS are permitted into guest rooms while a guest is present unless for emergency reasons. Masks and gloves are available to all STARS.

Contactless Service

Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These "touchless" services can all be done quickly via the Marriott Bonvoy mobile app.

Food Safety Protocols

Food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspections using its food safety standards as guidelines; compliance is validated by independent audits.

We also have enhanced sanitation guidelines and training videos for STARS that include hygiene and sanitizing practices. In addition, the company has modified operational practices for in-room dining and has designed new approaches to buffets.

Gaylord Staff (STARS)

All STARS are required to have their temperature taken prior to entering their work area. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition

of a reportable illness per the CDC) are not allowed to work.

STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the resort, the property will work with the local health department to follow the appropriate recommended actions.

Meetings

A comprehensive protocol for cleaning, sanitizing and maintaining physical distancing has been designed to keep attendees safe. Where appropriate, these protocols can be adjusted in partnership with our meeting planners.

For example, seating capacities and floor plans may be reviewed on an event-by-event basis to ensure adequate physical distancing that follows local fire department, as well as state and local health authority, guidelines. This may include density reduction in meeting rooms and exhibit hall spaces.

Convention public space attendants are dedicated to regular cycles of high-touch-point sanitization areas. Electrostatic sprayers are being used in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event experts are in place to support meeting planners and attendees in navigating the current meetings landscape.