

HERSHEY[®] RESORTS

Hershey LodgeSM The Hotel Hershey[®] Hershey[®] Country Club

Our COVID-19 Response Plan

Our Promise To You

Healthy. Happy. Hershey.

That's our promise to you. Across our destination, the health and safety of our guests, team members, and community members has been and will always be our top priority. Throughout your visit, we want you and your attendees to enjoy all that Hershey has to offer knowing that our objective is to keep you and your attendees healthy and happy.

Following guidelines from the Centers for Disease Control and Prevention (CDC) to mitigate the spread of COVID-19, we have expanded and enhanced our already rigorous cleaning, sanitization, and disinfection procedures above our already high standards. We have increased the number of hand sanitation machines throughout our properties and will ensure social distancing is maintained between guests and team members. Hershey Resorts are implementing contactless check-in and check-out, and payment processes. Our enhanced health and safety protocols meet or exceed those established by the American Hotel & Lodging Association (AHLA) *Safe Stay* initiative. We are proud to increase employee training to reinforce how our team can take better care of you - our guests - but also themselves.

Please be advised that, at this time, all guests over the age of two must wear face coverings in public areas on our properties. As this situation is ever-evolving, please visit our webpages often for updates to our safety enhancements and property amenities.

We look forward to welcoming you back to Hershey and delivering the premier guest experience you have come to expect from *The Sweetest Place On Earth*. Thank you for putting your trust in us to keep you safe while enjoying your time at our destination.

New Health & Safety Enhancements

Meeting/Event Management

- The number of guests permitted in public areas will be limited.
- Floor plan layouts and room capacities will be reviewed and modified on an event-by-event basis to allow for appropriate social distancing in adherence with the guidance and mandates issued by various local, state, and federal governments and agencies, including the PA Department of Health and CDC.
- Signage will be posted throughout the meeting/event space to direct foot traffic and remind guests of health and hygiene, physical distancing requirements, and proper face covering usage.
- Any shared equipment and/or meeting/event amenities will be sanitized before and after each use, or will be single use if cannot be sanitized.
- High-touch surfaces and areas will be frequently cleaned and sanitized, including door handles, tables, chairs, light switches, computers, audio visual equipment, trash receptacle touchpoints, and restrooms.
- Each meeting/event area will have hand sanitizer for attendee use.
- Linen items will be changed and laundered after each use.
- In-house contractors and vendors, including PSAV, will follow the same policies, procedures, and protocols as Hershey Resorts, including cleaning and disinfecting equipment after each meeting/event.
- At this time, all guests over two years of age and team members are required to wear face coverings. Site inspections will be conducted in accordance with social distancing protocols, or can be conducted virtually if preferred.

Guest Experience

- To ensure social distancing:
 - Follow signage throughout the property to direct foot traffic.
 - The number of guests permitted in public areas will be limited.
- Check-in and check-out processes for guest rooms and registration for meetings/events have been updated to limit contact with others.
- Upon checking in, guests are encouraged to opt-in for text messages to communicate with our team. Additional information on this service will be provided upon arrival.
- Partitions are in place at the front desk and all arrival packets and keys will be prepackaged. The attendant will place all materials on the desk and will not handle the guest's ID and credit card. Once the guest signs the electronic credit card machine, the front desk and machine will be thoroughly cleaned.
- Luggage assistance is available. Valet attendants (wearing face coverings and gloves) will request the guest opens the car trunk and verify what pieces of luggage will be taken to the guest room.
- Guests rooms are cleaned using United States Environmental Protection Agency-approved disinfectants that meet the requirements of the Centers for Disease Control and Prevention to mitigate the spread of COVID-19.

Banquets & Restaurants

- Culinary teams will work with groups to design custom menus and styles of service that will comply with the guidance and mandates issued by applicable organizations, governments, and agencies, such as the PA Department of Health.
- Self-service food or drink options may not be available.
- Restaurants and banquets are following the guidance and mandates issued by organizations and agencies, such as the American Hotel & Lodging Association, Pennsylvania Restaurant & Lodging Association, National Restaurant Association, CDC, and PA Department of Health.
- Dining layouts will be modified to accommodate appropriate physical distancing protocols. Restaurants and banquets will assign team member(s) to monitor, clean and disinfect high touch areas frequently, including entrance doors, bathroom surfaces, host stands, tables, and seats.
- Flatware will be provided as a roll-up.
- Linen items will be changed and laundered after each use.
- Condiments will be provided as individual portions. Any shared items that guests will come in contact with will be cleaned and disinfected after each use.
- Where appropriate, plexiglass has been installed to provide separation between booths in restaurants.

Recreation

- Fitness centers and indoor pools at *Hershey Lodge* and *The Hotel Hershey* plan to open Friday, June 19, if permitted by the state, with reduced capacity to allow for appropriate social distancing.
- The outdoor pools at *Hershey Lodge* and *The Hotel Hershey* are open with appropriate capacity to ensure social distancing
- High-touch surfaces and areas will be frequently cleaned and sanitized, including lounge chairs and fitness equipment.
- The East and West courses at *Hershey Country Club* are open to overnight guests of *Hershey Lodge* and *The Hotel Hershey* and are operating in compliance with social distancing protocols and other requirements applicable to golf courses.

Employee Precautions

- Team members have been thoroughly trained on the recommended precautionary steps from the Centers for Disease Control and Prevention to inhibit the spread of germs.
- At this time, all team members must wear face coverings on our properties.
- Team members will wear gloves where appropriate.
- All team members are given hourly breaks for proper handwashing.
- Team members are required to complete a COVID-19 screening to identify the presence of symptoms and reduce the risk of COVID-19 exposure. In addition, team members have been instructed and are regularly reminded to not report to work if they have COVID-19 symptoms or if they come into contact with someone who has been diagnosed with COVID-19 or has a COVID-19 test pending result.
- *Hershey Lodge*, *The Hotel Hershey*, and *Hershey Country Club* is proud to meet or exceed the standards established by the AHLA Stay Safe initiative, focused on enhanced hotel cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19.

Your Safety Is Our Top Priority

Our company has always maintained high cleaning, sanitization, and disinfection standards, which meet or exceed established industry guidelines. With that strong foundation, we have introduced new enhancements that adhere to guidelines and recommendations from the CDC, AHLA, and our partners at Penn State Health Milton S. Hershey Medical Center.

We have enhanced health and safety measures for our guests and team members. Guests must follow all posted instructions while visiting Hershey, PA.

An inherent risk of exposure to COVID-19 exists in any public location where people are present; we cannot guarantee you will not be exposed during your visit. COVID-19 is an extremely contagious disease that can lead to severe illness and death and people who show no symptoms can spread COVID-19 if they are infected. According to the Centers for Disease Control and Prevention (CDC), older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Visit the CDC website for the latest guidance.

By visiting Hershey, PA you voluntarily assume all risks related to exposure to COVID-19.