

ALHI[™]

LUXURY GLOBAL SALES



Back to Business Travel Safety Guidelines

Updated on August 21, 2020

Getting Back to Business in 2020

A message from our President & CEO

The year of 2020 reminds me of one of my favorite musical lyrics, “Life is what happens while you are busy making other plans.” As it was impossible for any of us to see the full impact of the COVID-19 Pandemic and subsequently, the world commerce system being intentionally shut down, ALHI has been laser-focused on gathering insights and sharing real data and trends from trusted sources in order to educate our clients, our members and the industry at large to ensure confidence about the path ahead.

Our ALHI team has created this *Back to Business Travel Health & Safety Guidelines* document as an overview of safety measures from our members and partners to serve as a resource to answer your questions about what airlines, hotels and other travel businesses are doing to ensure the public’s safety. This document will be updated as it is curated with what we know at this time. The situation is fluid as states are opening up at different times and in some cases unique phases.

As you review the guidelines, you’ll learn of best practices that have been shared by our industry partners as well as several federal, state and local government organizations so that you are informed as you go about planning meetings in the near future. We hope you find the resource helpful as you navigate planning of meetings & events, specifically for the remainder of 2020 where many of these new protocols will have the biggest impact.

For detailed information on health & safety practices at an individual ALHI member hotel or business, please contact your ALHI GSO.

We appreciate your partnership as we continue to facilitate dialogue and collaboration throughout the industry so that we can successfully get back to traveling and meeting together soon.

Sincerely,

Mike

Michael Dominguez
President & CEO



Where do we start?

According to the US Travel Association, there are four key areas of focus for getting back to business safely.

CREATE TRANSMISSION BARRIERS

Reinforcing hygiene protocols, PPE, Installing Barriers, Physical Distancing, Crowd density, Educating Employees & Customers, Touchless/low-touch solutions-processes, equipment and technology



ENHANCE SANITIZATION

Develop new & enhanced cleaning procedures, Hand-washing/Hygiene policy, Frequent & Visible Cleaning-using Effective Products, Hand Sanitizer availability, Operational Hours designed to allow enhanced sanitation schedule, and research new technology innovations like electrostatic sprayers



PROMOTE HEALTH SCREENING

Employee & Customer Screening Procedures, Sick Policy revisions, Signage of COVID-19 Symptoms, List of Local Health Resources and Facilities



FOLLOW F&B SERVICE GUIDELINES

Protect Health of Employees & Customers in F&B environments, Use guidelines set forth by FDA and ServSafe (National Restaurant Association)



Source: US Travel Association's *Travel in the New Normal-Industry Guidance for the Health & Safety of All Travelers*

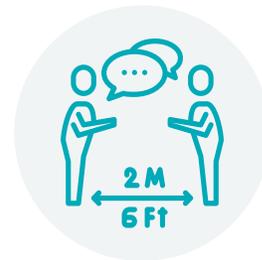
When planning a meeting, what should we take into consideration for social distancing?

Our partners at Steelcase recommend Three Key Design Considerations

DENSITY

Create minimum 6ft / 2m distancing between participants in meeting spaces, cafés, and lounge spaces

Consider utilizing open spaces for meetings, leveraging flexible furniture with movable whiteboards and screens to create boundaries



GEOMETRY

Plan smaller settings at 90-degree angles to prevent attendees from facing directly across or behind one another

When possible, reduce pinch points within the attendee path

DIVISION

Increase barriers in settings by including screening, storage elements, plants or partitions

Higher space division and natural elements create separation and cognitive comfort



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What safety measures are the airlines taking?

The airlines are make changes across the travel experience.

Please use this quick guide as a resource for your reservations and bookings.

| For additional airline COVID-19 inquiries & details, click the links → | AMERICAN AIRLINES | DELTA AIR LINES | SOUTHWEST AIRLINES | UNITED AIRLINES |
|--|-----------------------------------|---------------------------------|------------------------------------|---------------------------------|
| Required Masks / Face Covering | X | X | X | X |
| Limited Seating / Blocking | | X | X | |
| HEPA Air Filters Onboard | X | X | X | X |
| Cleaning Procedures: Gate Area / Jet Bridge / Check-in's | X | X | X | X |
| Cleaning Procedures: Plane | X | X | X | X |
| Limited in-flight Services | X | X | X | X |
| Modified Boarding Procedures | | X | X | X |
| Closed / Consolidated Airline Clubs | X | X | N/A | X |

REQUIRED MASKS/COVERINGS

Southwest and American Airlines are enforcing that all passengers wear a mask, including those with medical disabilities during the duration of the flight. Only children under two years old are exempt from this rule. Southwest's policy goes into effect July 27 and American Airlines' on July 29. United Airlines says passengers must wear masks through all United touchpoints such as customer service counters and kiosks and United Club locations, plus at gates and baggage claim areas or risk being banned from flying. Delta Air Lines will not let you board the plane if you do not wear a mask or you will risk being on the Do Not Fly list. Their mask enforcement has been in place since May 1.

HEPA AIR FILTERS ONBOARD

HEPA air filters remove 99.97% of airborne particles—similar to technology found in hospitals.

LIMITED SEATING/BLOCKING

Starting July 1st, American Airlines and United Airlines will book their fleet at full capacity and sell every seat available. If you are flying with either of these carriers, you will receive a notification from the airline if your flight is at capacity. If this is the case, passengers will have a chance to re-book at no charge. Delta Air Lines will continue to block the middle seat through January 6, 2021. Starting October 1st, Delta Air Lines will cap capacity at 75% percent in the main cabin up from 60%, through Oct. 31. The policy will be reviewed again ahead of that date. Southwest has extended their blocking of the middle seat through October 2020 and limit the number of seats for sale on each flight.

CLEANING PROCEDURES - GATE AREA / JET BRIDGE / CHECK-IN'S

Based on the airline, detailed procedures can include extensive protocols for cleaning customer and team member areas throughout the airport such as ticket counters, gates, jet bridges and clubs. This can also include providing sanitization products such as wipes or hand sanitizer.

CLEANING PROCEDURES – PLANE

Cleaning procedures are based on the airline, but can commonly include deep cleaning procedures on each plane from nose to tail using an electrostatic disinfectant and anti-microbial spray applied on every surface such as high-touch surfaces including seats, seatbelts, armrests, tray tables, overhead bin handles, flight attendant call buttons, and onboard lavatories. As of August 1st, Southwest Airlines will now scale back on certain cleaning procedures between flights. Arm rests and seat belts will not be wiped down between flights and will instead be deep-cleaned during enhanced overnight cleaning. Sanitizing wipes will be available for Southwest passengers onboard to wipe down any surfaces upon request. Each plane undergoes a "deep" electrostatic cleaning once a month, a process kills bacteria on contact for 30 days.

LIMITED IN-FLIGHT SERVICES

Airlines are removing or reducing in-flight services for short-haul flights. Some long-haul flights include limited services. Other modified services can include hot towel service, pillow and blankets, glassware, and non-essential materials such as in-flight magazines. Please check with your carrier to see if your flight applies.

MODIFIED BOARDING PROCEDURES

Boarding will be restricted to allow for social distancing and other practices may include distancing measures, distance signage and floor markers, or required face masks.

CLOSED/CONSOLIDATED AIRLINE CLUBS

Airline clubs have consolidated features or closures completely. Please refer to your airline's club pages for more information.

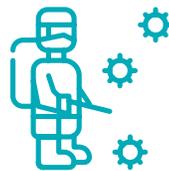
TSA Airport Precautions



Consolidated screening operations to adjust for reduced flight and passenger volumes.



Increase in social distancing procedures to reduce direct contact between employees and the traveling public.



Frontline employees to conduct routine cleaning and disinfecting of frequently touched surfaces and security screening equipment.



Frontline employees are required to wear face coverings and gloves. You may wear a facemask during the screening process, but a TSA officer may ask the traveler to adjust the face covering at any point during the screening process.



TSA is allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags.

What safety measures are car rentals and ride sharing services taking?

We referenced guidelines from Enterprise Holdings, which includes Alamo, Enterprise and National rental car brands. Stay tuned for more information from American Car Rental Association when it's available.

Vehicles rented from Enterprise carry the Complete Clean Pledge – which follow best practices recommended by leading health authorities to ensure safety for customers and employees. Customers will soon begin seeing Complete Clean Pledge notifications within their rented vehicles confirming they have been thoroughly cleaned.

Other offerings include advanced check-in at Enterprise's neighborhood locations, "show your pass and go," and enhanced curbside and delivery options. Signage will be located throughout rental locations and parking lots indicating the updated rental processes. Enterprise will continue to roll out updated processes and safety procedures.

CLEAN PLEDGE RENTAL SANITIZATION AREAS:

- ✓ Key / key fob
- ✓ Steering column
- ✓ Seat belts
- ✓ Center console
- ✓ Door interior / exterior, pockets, and handles
- ✓ Seat pockets / seat surfaces
- ✓ Areas between seats & consoles
- ✓ Cupholders / compartments
- ✓ Instrument panel
- ✓ Accessory panel / touchscreen
- ✓ Rearview mirror / side mirrors
- ✓ Visors / visor mirrors
- ✓ Dashboard / vents
- ✓ Gear stick / gear shift
- ✓ Trunk release

RIDE SHARING

UBER

Disinfectant sprays are being delivered to some drivers in highly infected areas. Uber will now begin distributing millions of ear-loop face masks to active drivers and delivery people around the world.



LYFT

Lyft has ceased all international operations and is currently only operating in North America. Lyft is currently distributing cleaning supplies like hand sanitizer and face masks to their drivers.



What protocols are hotels putting in place for public spaces?

Here is a summary of protocols being put in place; procedures vary by hotel. Please use this list as a reference to ask specific questions of any hotel you are working with to book business.

- ✓ Physical distancing between all guests and staff (markers or lines delineated on the floor)
- ✓ Thermal screening of guests upon arrival
- ✓ Limiting the number of guests at front desk or in the lobby
- ✓ Downsizing the furniture and contents in the lobby to maximize physical distancing and minimize opportunity for contamination
- ✓ Virtual or online check-in
- ✓ Digital, virtual or QR code replacement for room keys
- ✓ Maximum occupancy levels for elevators and public restrooms
- ✓ Hotel reference guide with operational hours and procedures for visiting restaurants, business center, gift shop, salon/spa, pool, fitness center, golf course, beach, etc.
- ✓ Additional housekeeping for sanitization of public spaces
- ✓ Enhanced and increased cancellation considerations
- ✓ Availability of hand sanitizer for guests

What protocols are hotels putting in place for guest rooms?

- ✓ Downsize contents of guest rooms to minimize opportunities for contamination and to facilitate room sanitization
- ✓ Altering mini bar and coffee station (replacing mugs with paper cups and other considerations)
- ✓ Option to choose to reduce/refuse housekeeping access to the guest room to minimize exposure
- ✓ Availability of hand sanitizer and supplies in guest room
- ✓ New protocols for delivering supplies to guest rooms
- ✓ Minimum time guidelines between room cleaning and new guest occupancy
- ✓ Minimum time guidelines for housekeeping access after guest checkout

What protocols are happening in banquets and convention services?

- ✓ New seating capacity charts and diagrams with physical distancing protocols
- ✓ Changes to coffee break service, bar service and reception service
- ✓ Downsizing meeting room contents to minimize opportunities for contamination and to facilitate room sanitization by staff
- ✓ Beverages: Removal of water pitcher service and replacement with individual water bottles
- ✓ Additional signage opportunities to communicate safety protocols to meeting guests
- ✓ Enhanced cleaning schedule in high touch point areas during meetings and events
- ✓ Hand sanitizer and sanitizing supply stations

What is happening with recreation?

- ✓ Pool chairs sanitized between guests
- ✓ Cabanas and golf carts pressure washed and sanitized each night
- ✓ Cabana, spa and golf shop surfaces sanitized after each use
- ✓ Lifeguard and staff kiosks sanitized upon staff rotation
- ✓ Towel desk, entry kiosks and any other surfaces sanitized at least once per hour

What is happening in the back of house and with staff?

- ✓ New training on physical distancing, safety, and health procedures for all departments
- ✓ Increased availability of hand sanitizer and personal protective equipment
- ✓ Sanitization of pool, spa and golf equipment after each use
- ✓ Additional sanitization of surfaces

What other resources and references are available?

- [Centers for Disease Control & Prevention](#)
- [Food & Drug Administration](#)
- [US Travel Administration](#)
- [National Restaurant Association](#)
- [Steelcase Event Experiences](#)
- [Delos](#)
- [Global Biorisk Advisory Council](#)
- [Transportation Security Administration](#)

Acknowledgments

Thank you to all of our hotel members and industry partners for their collaboration



About [ALHI](#)

Associated Luxury Hotels International offers global sales services for luxury hotels, resorts, cruise ships and DMCs within the meetings, incentive, convention and exhibition (MICE) marketplace. With a dedicated GSO team of nearly 80 professionals, located among 26 offices across North America and Europe, ALHI connects meeting planners to a carefully curated collection of more than 250 luxury properties worldwide with personalized service and solutions for meetings of any size.

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