



THE RITZ-CARLTON

REYNOLDS, LAKE OCONEE

## Resort Information

### Commitment to Cleanliness

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on State and CDC Guidelines.

#### Our Ladies & Gentlemen:

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment, including face covering which they wear at all times.
- Have and continue to receive training on COVID-19 sanitation protocols.
- Are led by a designated resort Cleanliness Champion.

#### Arrival and Departure:

- Using mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Choice of valet parking or self-parking.
- Choice of baggage assistance or personal unloading; to include golf bag storage.
- Front desk, bell desk, and concierge desk all equipped with plexiglass panels at counters.

#### Social Distancing Measures:

- Reduced occupancy levels to accommodate social distancing requirements.
- Arrival queues throughout resort clearly marked for appropriate social distancing.
- Seating in restaurants, lounges, pools and beach are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to family members or four non-family individuals.
- Stairwell access is available for all five floors of guestrooms.
- Signage posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease.

#### Face Covering Requirements:

- Effective July 27th, Marriott International requires all guests (ages 2 and older) in all hotels/resorts to wear a face covering in indoor public areas of the hotel, to slow the spread of COVID-19.
- In our resort, this includes the Lobby, all indoor restaurants, The Spa, Fitness Center, Club Lounge and meeting rooms.
- For the indoor restaurants and Club Lounge specifically, masks may be removed only when seated at your table.

#### Cleaning Procedures:

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Utilizing cleaning products that kill the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers are placed throughout the resort.
- Frequent cleaning of public area restrooms, including single-use hand towels.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.

#### Guest Rooms:

- Daily housekeeping services are available per individual guest preference to be confirmed at check-in.
- Housekeeping services will be performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Honor Bar has been removed from guest rooms, items are still available throughout the resort.
- Removal of decorative pillows and throws.
- All glassware has been replaced with single-use cups.
- Disinfectant wipes will be added to each room for personal use.



### Dining:

- In all restaurants, tables, chairs, and service equipment are sanitized after each use and at regular intervals.
- Restaurants will use single-serving condiments and single-use recyclable paper menus.
- Maximum of 10 guests per table in all restaurants.
- **Georgia's** is open daily from 7 to 11 a.m. for breakfast only for Resort Guests.
- **Gaby's by the Lake** is open daily for lunch from 11:30 a.m. to 3:30 p.m. and for dinner from 4:30 to 9 p.m. Reservations required, walk-ins based on availability. Boat dock arrival is currently closed.
- **Linger Longer Steakhouse** is open daily Wednesday through Sunday from 6 to 10 p.m. for dinner only. Reservations required, walk-ins based on availability.
- **Barrel Room** is open every evening opening at 4 p.m. with limited food and beverage menu. Reservations required, walk-ins based on availability.
- **The Coffee Shop** is open daily from 6 a.m. to 4 p.m.; providing limited beverages, grab-and-go pre-packaged food, alcoholic and non-alcoholic beverages.
- **Pool and Beach** are open for all-day dining and beverage service from 11:30 a.m. to 6 p.m.
- **In-Room Dining** is available daily from 6 a.m. to 10 p.m. Contact-free delivery and pickup will be provided.
- To-go meals are available to order and may be enjoyed around the resort outside at a picnic table.

### Spa and Fitness:

- The Spa and Salon is open daily from 10 a.m. to 6 p.m. with limited treatment menu available, including a variety of massages, facials, manicures and pedicures.
- Fitness Center is open daily from 6:30 a.m. to 6 p.m. with appropriate social distancing. Due to restrictions, group fitness classes are suspended.
- Locker rooms sauna, steam room and whirlpool are available for guest use.
- Sanitization of equipment, treatment rooms and lounge areas between use; high-touch areas are cleaned at regular intervals.
- Modified floorplans to increase spatial distancing between equipment and furniture.

### Recreation:

- The pool and beach are open for your enjoyment. Chairs on the pool deck as well as the beach are spaced 6 feet apart to allow for social distancing.
- Single-use service stations of water and sunscreen.
- All pool and beach furniture is sanitized between each guest's use.
- Additional picnic tables and chairs will be available.
- Non-motorized watersports (kayaks, paddle boards, canoes, personal flotation devices) and bicycles are available and will be sanitized between each guest's use.
- Rides on Linger Longer Express are available at 11am daily; pick-up on the Front Drive.
- Ritz Kids offerings are currently unavailable.
- Backyard Attendant provides frequent cleaning of picnic tables, Adirondack chairs, non-motorized watersports and No Wake Zone games.
- Evening s'mores will be offered in The Backyard from 7:30 to 9:30 p.m., weather permitting, with maximum of 15 guests. A 20-minute timeframe is encouraged to allow all of our guests an opportunity to enjoy this special experience.

### Club Lounge:

- Club Level accommodations are available to enhance your stay.
- All tables, chairs, and service equipment are sanitized after each use and at regular intervals.
- Guests are able to select an array of food and beverage offerings that will be personally served to them.

**Reynolds Lake Oconee** Golf Courses, Tennis Courts and Sporting Grounds and **Young Harris Water Sports** boat rentals are available. Both are strong partners in keeping a healthy and safe environment for our guests.



### Meetings & Events

The resort offers a variety of open-air meeting and event spaces to allow for social distancing. As always, the Ladies and Gentlemen of our Meetings & Special Events team look forward to bringing your vision to life and customizing desired meeting protocols.

- Seating capacities will be adjusted to ensure alignment with state guidelines.
- Touchless hand sanitizing stations are provided in pre-function areas and available at the entrance of each meeting room.
- Dedicated staff in all meeting spaces sanitize high-touch areas, tables and chairs at regular intervals.
- Facial Coverings are required for all attendees in indoor meeting rooms and public areas.
- Event Technology team can provide packages for live-streaming options for general session and breakout rooms.
- Buffets will all include server assistance.
- Flatware is presented as a roll-up, tables will not be preset. All condiments will be single-use.
- Breaks will require social distancing and be staggered across groups to manage guest flow.
- Individual bottled water will be provided instead of water carafes on meeting tables.
- Conference Concierge to assist with guest flow and any business center needs.