CONVICT LAKE RESORT, INC.

COVID 19 REQUIRED PRACTICES

AS OF MAY 21, 2020

*“Our mission will be to continue to implement and maintain protocols which will enable us to provide a high level of health and safety protections for all employees and visitors at all times”*

CONTACT PERSONNEL

PPE SUPPLIES CUSTODIAN – Lisa Cornwell

LAUNDRY – Cameron Stone & Isidro Vargas, Jr.

SIGNAGE – Lisa Cornwell

COMPLIANCE – Each Departmental Managers and Shaphan Hills

PERSONNEL WHO MAY WORK REMOTELY-FROM HOME

Accounting

Purchasing

Reservations

PERSONNEL WHO MUST WORK BEHIND PROTECTIVE BARRIERS

Store Clerks

Check-In Desks

Host Stations

PERSONNEL WHO MUST WEAR GLOVES

Housekeeping & Cleaners

Laundry

Marina Dock Workers

PERSONNEL WHO MUST WEAR GOGGLES OR PLASTIC FACE SHIELD

Housekeepers & Cleaners

Laundry

Marina Dock Workers

PERSONNEL WHO MUST WEAR N95 MASKS & TYVEK SUITS

Housekeepers turning over cabins within 24 hours of guest check-out

PERSONNEL CERTIFICATION

Upon arrival and prior to commencing your shift we will read your temperature. If you read at or above 100.4 degrees you will be required to go home. Ill persons must isolate themselves for a minimum of 10 days and had no fever for 3 days prior to returning to work. You will also be required to certify that you are not ill and that you have had no known exposure to COVID 19 infected persons at the time your temperature is read.

PERSONNEL CLOCK-IN & OUT

If you are on-site you will use the BIO READER (fingerprint or retina scanner). HAND SANITIZER must be used before and after you clock-in and out.

You must take all of the required BREAKS including lunch. You must SOCIAL DISTANCE from your peers during your breaks.

Reminder, there is NO SMOKING WHILE ON-DUTY. Smoking is only permitted during your breaks and only in compliance with SMOKING DISTANCING ordinances

SIGNAGE

All public places including entry doors, gates, public bathrooms, cabin front doors, fish cleaning station, etc. shall have SPANISH AND ENGLISH SIGNAGE with the following information:

VISITOR REQUIREMENTS to wear masks, wash hands frequently and or sanitize and observe social distancing

MAXIMUM OCCUPANCY NOTICES

MARKERS on floor or other locations to have guests HOLD IN PLACE at a safe distance

LOCATION OF SANITIZER AND HAND WASHING STATIONS

CLEANING PRACTICES

CABINS

GUESTS will be instructed via TEXT AND EMAILS to go directly to their cabin i.e. REMOTE ONLY CHECK-IN REQUIRED

All cabins will be outfitted with KEYLESS ENTRY LOCKS CODES for WI-FI and LOCKS. CODES will be TEXTED and or EMAILED

SOAPS, SHAMPOOS, LOTIONS, DISH SOAP & PAPER GOODS will be bagged and furnished upon request. Guests may take their unused items when the leave

We will REMOVE all throw pillows

Towel replenishments will be BAGGED and left on the front porch. RETURNS will be bagged and left on the front porch for pick-up

GUEST supply replenishments will be bagged and left at the front porch

CHECK-IN at 3:00PM or thereafter

CHECK-OUT at 10:00AM or earlier

Switch plates, table tops, counter tops, door handles and appliances, faucets will be SANITIZED after each turnover

PERSONNEL may not enter any cabins during guest stays. EXCEPTIONS will be made for immediate MAINTENANCE or REPAIR requirements

REMOTE CONTROLS and KEYLESS ENTRY will be sanitized and covered with plastic after each turnover

LINEN will be collected in individual BAGS. ALL LINEN e.g. mattress pads, sheets, comforters, zippered pillow protectors and pillow cases will be laundered after each stay

TOWELS, BATH MATS and WASH CLOTHS will be bagged and changed out after each stay

FOOD, BEVERAGES and SUNDRIES left behind must be THROWN OUT

LOST AND FOUND ARTICLES must be bagged, tagged and brought to our LOST AND FOUND LOCKER

HEPA filters will be installed on VACUUMS and HVAC systems. No guests may CHECK-IN UNTIL 3 HOURS AFTER VACUUMING

We will not MAKE-UP cabins during a stay. We can furnish BAGGED REPLACEMENT LINEN, MOPS, BROOMS and VACUUMS if requested

GENERAL STORE

A HAND WASHING STATION will be set next to the entrance door

All shoppers MUST WEAR A MASK

There will be a MAXIMUM 10 persons plus staff allowed in the STORE AT ONE TIME. Guests will be instructed by FLOOR MARKERS for spacing and directional shopping

Four persons may safe-distance on the PORCH. Overflow guests may safe-distance on the LAWN

HATS AND OUTERWEAR that are tried on and are not purchased will be separated into AM-PM bins for 24-hour return to shelves

NO RETURNS will be allowed

We will not be taking FISH PICTURES. Individuals may use their cell phones to take pictures and send them via EMAIL to us or POST THEM TO OUR INSTRAGRAM ACCOUNT

CLERKS will work behind PROTECTIVE GLASS-PLEXIGLASS shields and SANITIZE their hands after each check-out

SHOPPERS will be furnished BAGS and will be required to bag their own goods

SHOPPERS will insert – swipe their own CC card

SURFACES such as door handles, CC readers, hand rails, door handles and other surfaces will be WIPED DOWN FREQUENTLY

RESTAURANT

A MAXIMUM of 50 guests may be seated at one time

A HAND WASHING station will be positioned outside the entrance door

GUESTS will be checked-in ONE AT A TIME and must wear their MASKS UNTIL SEATED

TABLE SEATING will be a minimum of 6’ feet apart or separated by an impermeable barrier. SEATING will be allowed for DINING ONLY, NO BAR BEVERAGE OR ALCOHOL ONLY SERVICE

TABLE SEATING will be allowed in the THREE DINING ROOMS, THE LOUNGE and ON THE OUTSIDE LAWN

NO CONDIMENTS reusable condiments will be set or handed out. ROLL-UPS and GLASS WARE will only be placed after seating

NO WATER PITCHERS will be set, servers will pour water

TABLE LINEN will be collected and bagged by SERVERS after each turnover

HOSTS will work behind GLASS-PLEXIGLASS SHIELD and will hand wash after each seating

SERVERS will hand wash or sanitize after each table visit

RESTROOMS will accommodate one person at a time and be cleaned frequently

DOOR HANDLES and other HARD SURFACES will be cleaned frequently

MENUS will be wiped down after each use and or PAPER THROW AWAY MENUS will be distributed

MARINA

Renters will complete RENTAL FORMS and WAIVERS electronically

ONE RENTER (outgoing or incoming) will be allowed on the dock at a time

Arriving renters will line up at least 6’ apart on the sidewalk next to the boat house

There will be a MINIMUM two-hour rental period

All WATERCRAFT surfaces including life jackets, oars and other equipment will be disinfected after each use

HORSE RIDES

All RIDERS will be required to wear a face cover

ONE RIDER (outgoing or incoming) will mount and dismount at a time

A DISTANCE of 6’ or greater will be maintained between riders at all times

Riders will sign RENTAL FORMS AND WAIVERS electronically

Arriving renters will line up at least 6’ apart at the staging area

There will be a MAXIMUM OF SIX RIDERS per two-hour rental period

All HELMETS, SADDLES, TACK and PONCHOS will be disinfected after each ride

The wrangler will collect and bag all TRASH

PUBLIC RESTROOMS

Six non-ADA restrooms two at the General Store and four in our portable luxury bathroom trailers) and one portable ADA bathroom will be available to all RESORT GUESTS and DAY VISITORS. NOTE: the six USFS lake restrooms are currently closed and, ANY VISITOR MAY USE THE PUBLIC RESTROOMS ON OUR PROPERTY

Restrooms will be SINGLE USAGE only. Guests must line up at least 6’ apart

HAND SANITIZER will be provided outside each restroom

Soap dispensers, hand dryers and or paper towel and toilet tissue will be stocked at all times

Restrooms will be cleaned frequently