



COVID 19 - PREVENTIVE MEASURES

The safety and well being of our guests and our staff is top priority at Green Mountain Suites Hotel. We have refined and reinforced our training policies in accordance with strict guidelines from the Vermont Department of Health, the CDC, VOSHA and the American Hotel and Lodging Association's "Stay Safe" program. We appreciate our guests cooperation in following these guidelines for the health and safety of all guests, our associates, and our community.

Due to current restrictions, a hotel associate will contact all reservations prior to arrival to collect additional information, review hotel policies and answer any questions. [The Vermont Agency of Commerce's guidance*](#) provides further detail including the completion of a [Certificate of Compliance](#) prior to arrival.

During Your Stay: (Temporary Changes to Hotel Amenities and Services):

- **All guests should wear a Face Mask while present in public areas**
- Per CDC guidelines, guests are advised to practice physical distancing by standing at least six feet away from *other* groups or individuals.
- Housekeeping staff will not enter suites during a stay, unless specifically requested or approved by guest, or to comply with established safety protocols.
- Front Desk agents will practice social distancing with all interactions kept to a minimum. Upon arrival, guest suites will be pre-assigned suites and pre-keyed, minimizing the length of contact. Health Compliance documents are completed at a separate station as guests enter the hotel or completed prior to arrival.
- Per guidance by Vermont Dept. of Health, buffet-style food offerings and self-serve stations are not permitted. Therefore, the hotel will offer pre-packed food items such as breakfast sandwiches, hot and cold cereals, yogurts and fruit.
- The Fireside Reception will not be available until restrictions on communal gatherings and self-service buffets are relaxed.
- The Indoor Pool-Exercise Facility will be temporarily closed.
- Shuttle service will be temporarily unavailable

Employee and Guest Health:

- All hotel staff are screened for COVID-19 symptoms
- All guests are required at the time of check in to complete a screening questionnaire/Certificate of Compliance from the Vermont Department of Health for each person in the party
- Washing hands and use of hand sanitizer with strict schedule of hourly hand sanitation by all hotel staff members
- Signage indicating physical distancing practices, hand cleaning and use of personal protective equipment
- Signage for employees related to hand sanitation, uniforms, and proper use of personal protective equipment
- Swift response and immediate reporting of any presumed cases of COVID-19 to the Vermont Department of Health

Cleaning Products and Protocols:

- Use of EPA Approved disinfectants that meet CDC requirements
- Public Spaces and Communal Areas are cleaned and disinfected multiple times per day with an emphasis on frequent contact with hard, non-porous surfaces
- Guest Suite cleaning protocols require that particular attention is paid to high-touch items
- Linens, towels and laundry are washed in accordance with CDC guidelines
- Elevators will be cleaned multiple times per day with particular emphasis on frequent cleaning of buttons
- In the event of a presumptive case of COVID-19 the affected guest suite shall be removed from service, quarantined and not returned to service until after professionally cleaned by a specialized cleaning service.
- Food and Beverage service includes minimal in-person contact with pre-packaged food offerings to be consumed off-site or in guest suites. Social distancing protocols will be observed as well as use of face masks and gloves by all food production personnel.
- Self service stations (coffee or buffets) are not permitted per Vermont Department of Health requirements.

Training:

- All employees receive COVID-19 safety and facilities protocols training following recommendations by the CDC, VOSHA and the Vermont Department of Health

Green Mountain Suites Hotel will continue to place emphasis on the unique guest experience. While we are currently unable to offer the same amenities and services, please know that these changes are temporary and will be restored as soon as

possible. Our staff is committed to providing an elevated level of hospitality along with a fun and relaxing time in Burlington. Thank you for your understanding and consideration.