

A scenic view of a golf course. In the foreground, a lush green fairway stretches across the frame. In the middle ground, a clubhouse with a covered patio and several houses with gabled roofs and brick chimneys are visible. The background is filled with dense green trees under a bright blue sky with scattered white clouds.

*COVID-19 PRECAUTIONS &  
PREPARATIONS*

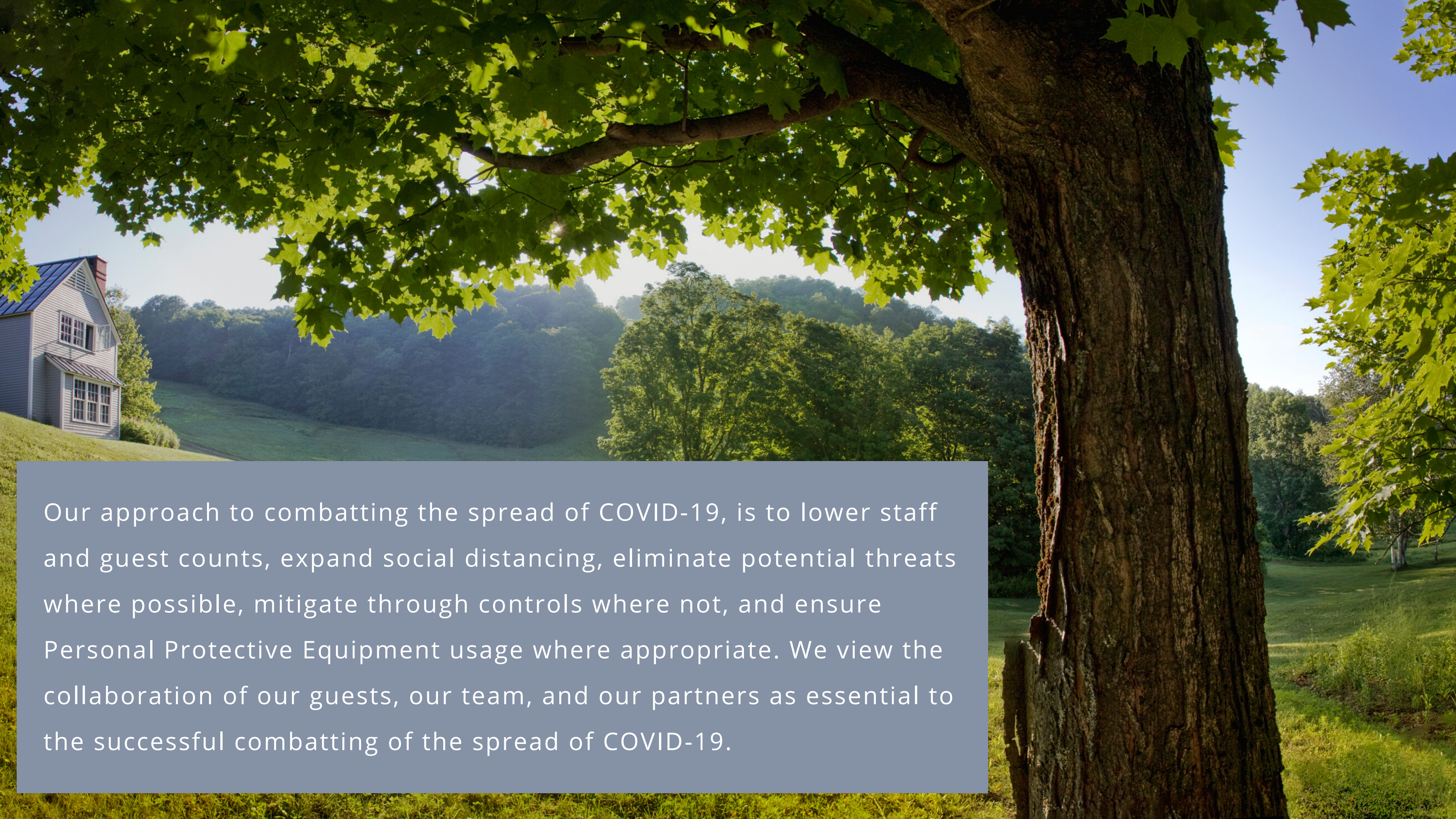
## WELCOME

We realize that the COVID-19 pandemic has been cause for much concern when it comes to decisions surrounding travel. As you consider your path to restoration, recovery and a happy return to normal, we invite you to speak directly with us if you have any questions or concerns whatsoever. In the meantime, we have put together our **COVID-19 PRECAUTIONS & PREPARATIONS** module to help convey how we have approached this critical issue.





At Twin Farms we have always maintained the highest levels of cleanliness to support the health and wellbeing of all those associated with our experience. With the onset of COVID-19, we looked to The Centers for Disease Control & Prevention (CDC), The Vermont Health Department, The National Restaurant Association, Hygiene & Sanitation Specialists, as well as communicated extensively with leaders in the hospitality world on best practices. The results, form the basis for our **COVID-19 PRECAUTIONS & PREPARATIONS.**



Our approach to combatting the spread of COVID-19, is to lower staff and guest counts, expand social distancing, eliminate potential threats where possible, mitigate through controls where not, and ensure Personal Protective Equipment usage where appropriate. We view the collaboration of our guests, our team, and our partners as essential to the successful combatting of the spread of COVID-19.

*TWIN FARMS IS AND WILL  
REMAIN PRIVATE.*

To be present on property, one needs to be a guest, a staff member or a pre-authorized (and health-screened) partner. With only twenty accommodations, each designed with privacy in mind, more than half of which are free standing, and all of which are set on 300 plus acres, we are ideally suited to allow for more space, naturally.





## PHASED APPROACH

Twin Farms will reopen in a phased approach as advocated by the CDC and the Vermont Health Department. The COVID-19 situation continues to evolve and we recognize that we may be required to add additional steps or modifications in the future. In the meantime, we provide a sampling of what to expect.

## GENERAL PRACTICES & PROTOCOLS ENHANCED CLEANING & DISINFECTION POLICIES

- 1** Health Check/Questionnaire and temperature taken daily for every team member.
- 2** Requirement that all team members wash their hands or hand sanitize upon arrival or departure every time they enter or exit a structure.
- 3** Expanded public-area housekeeping coverage, with frequent repeated cleaning and disinfection of high touch surfaces.
- 4** Hand-Sanitizers easily accessible throughout public areas and our heart of house areas.
- 5** Expanded use of sanitation equipment and technology including electrostatic sprayers, UV lights and ozone machines.
- 6** Guest room inventory management protocols allowing for the resting of rooms between stays whenever possible.
- 7** Temporarily suspended late checkouts and early arrivals when needed to support maximum resting of guest accommodations.
- 8** Enhanced cleaning protocols throughout.
- 9** All staff to dawn PPE as mandated (including masks, gloves and gowns/booties) in housekeeping as appropriate.
- 10** We plan to use an approach that reduces density in all areas of the hotel.

## GENERAL PRACTICES & PROTOCOLS FOOD & BEVERAGE

- 1 Reduced the number of tables in the dining rooms and expanded the space between outdoor tables.
- 2 Expanded Private Dining Offerings with a contactless approach.
- 3 Shifted to two seatings from open seating at dinner.
- 4 Expanded dining hours during higher occupancy periods.
- 5 Limit table linens and established strict table/chair sanitation protocols between guest seatings.
- 6 Expanded our Evening Cocktails & Canapé Service to include a nightly *Cottage Champagne & Canapé* offering.
- 7 We have suspended all buffets, self-serve BBQ's and communal coffee services.
- 8 We have paused our Chef Table program until further notice.
- 9 Suspended our open kitchen approach and are pausing kitchen tours.
- 10 We have paused our inhouse water-bottling program for the time being.



## GENERAL PRACTICES & PROTOCOLS

### GUEST EXPERIENCE, ACTIVITIES, & THE BRIDGE HOUSE SPA AND FITNESS CENTER

- 1** We have removed some equipment from our Bridge House Fitness Center to allow for more space between guests and established daily hours to allow for sanitization assurance between usage.
- 2** Temporarily Closed our Bridge House Spa, steam rooms and furo. (Phased return)
- 3** Paused group activity and focused on individual activities experiences on hikes, biking, fly fishing, watercraft experiences etc.
- 4** Revised protocols with activities, allowing for sanitization between usage where appropriate.
- 5** Modified our arrival process to allow for social distancing guidelines to be observed. Contactless arrival and departure upon request.
- 6** Temporarily suspended Guest Laundry. (Phased return)
- 7** Suspension of valet service (Phased return)
- 8** Games, puzzles, bikes, etc. will be arranged in advance to assure sanitation between use.
- 9** Modified luggage handling procedures to promote the safety of our guests and staff.
- 10** Suspended unpacking and packing services.

## TEAM COMMITMENTS

Twin Farms has created Two Clean-Officers, responsible for the daily overview of our **COVID-19 PRECAUTIONS & PREPARATIONS**.

- 1 All team members pledge to stay home when sick, frequently wash hands, hand sanitize, maintain social distancing guidelines, and abide by the protocols established to combat COVID-19.
- 2 Strict vehicle rules, maximum of two team members, no side-by-side seating.
- 3 Temporarily suspended staff dining and break rooms operations and eliminated communal coffee stations etc.
- 4 Most on-property team meetings converted to virtual meetings.
- 5 Staggered our team's shifts and days of service and have reduced the total staff count by promoting work from home for those whose roles allow for it.
- 6 Implemented a standard that our teams will not be assigned to complete any functions with more than two team members assigned.
- 7 Our team has and will receive ongoing state of Vermont and Twin Farms COVID-19 training on maintaining good social distancing practices, and keeping a minimum of six feet apart.
- 8 Our team has new "no contact" protocols – including handshakes.
- 9 No sharing of computers, phones and any other office equipment.
- 10 Will sanitize work areas upon arrival and departure, and frequently in between, as well as maximum ventilation whenever possible.

*We have in addition to the sampling above developed a number of additional "behind the scenes" to help combat the spread of COVID-19.*

# *FINALLY, WE ASK THAT AS A GUEST AT TWIN FARMS YOU*

Complete your **Guest Health Questionnaire** 24 hours in advance of your joining us, including a temperature check. We ask that you contact us, and allow us to reschedule your stay, if in the unfortunate case, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell.

It is important to note, that for the **safety of our guests and the safety of our team/community**, that any guests displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should a positive COVID-19 diagnosis be received, we will request that you check out and you will be refunded the balance of your stay.

In addition to hand sanitizers placed throughout, we will provide a guest amenity kit that includes hand sanitizer, masks, and additional sanitation wipes. We ask that when and where appropriate, that our guests make use of the kits.

And finally...  
We ask that all respect social distancing regulations, not because we don't love you but because we do!