

The Madrones

THE
BRAMBLES
ESTD HIDEAWAY 2016

SIGNAGE:

Signage is displayed at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have a cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact. There is also signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

OCCUPANCY:

Twenty-five percent of The Madrones & The Brambles daily inventory has been removed from booking availability.

METHODS FOR TAKING RESERVATIONS:

The Madrones & The Brambles takes reservations online and over the phone. Limited walk-in reservations are allowed depending on availability.

PAYMENT METHODS

All guest reservations are pre-paid with credit card 14 days prior to arrival. Cash is not accepted for payment of rooms.

Guest Health & Safety Protocols at The Madrones & The Brambles

Our Commitment To You:



Healthy Staff

Our staff is healthy and symptom free. (Details below.)



Room Rest

We are only allowing one unique guest group per week in each accommodation. (Details below.)



Social Distancing

We will be advising all staff to remain 6 ft from guests unless unable to do so for work. (Details below.)



Face Coverings

We will always wear face covering while serving you. (Details below.)



Rigorous Cleaning

We have heightened our already rigorous cleaning. (Details below.)

Your Commitment To Us:



Healthy and Symptom Free

Please stay home if you exhibit signs and symptoms of COVID-19. Please know upon arrival, we will be taking your temperature. If you become sick or test positive for COVID-19 while staying, you will be asked to self-isolate in your hotel room for 14 days at our regular rate. Family who is not sick will be asked to do the same. Guests staying in the same room are part of the same household or living unit.



Face Coverings

Please wear a facemask in any indoor common areas anywhere in our community. Please wear a facemask when encountering people outdoors when they are closer than 6 ft. If you don't have a facemask, we will be happy to provide you with one.



Social Distancing

Please try to remain 6 feet apart from anyone not traveling with you.



Clean Hands

Please be sure to wash your hands especially when entering or exiting any indoor space and after using restroom. Hand Sanitizer is available upon request to all guests.



Understanding

Please be patient and respectful to community members, staff and fellow guests as we all navigate this new normal together. This includes complying with all operative County Shelter-In-Place orders and contact tracing that may be required if a guest is determined to require isolation or quarantine for COVID-19.

Healthy Staff

Prior to every shift, our staff takes their temperature and utilizes the CDC Self Checker to ensure they are safe to be at work and interacting with our guests. All staff are tested regularly.

Room Rest

The Madrones and The Brambles are only allowing one unique guest group in each room per week. Rooms are closed each week from checkout Tuesday until check-in Friday. This will allow the rooms to rest for a full 24 hours prior to and after being serviced. For this reason, all rooms will require a three-night minimum and are only available Friday – Tuesday. During your stay, Housekeeping staff will be happy to pick up trash, replace towels and deliver breakfast items, but there is no daily tidy service. In fact, from the time you check-in to check-out, no one will enter your room for any reason.

Social Distancing

We are fortunate that both properties are uniquely designed to ensure not only maximum privacy for our guests but also simple and safe social distancing. Guest Quarters I and III have been taken offline so all rooms have their own dedicated entrances. Between The Madrones & The Brambles, we have a total of 15 rooms spread over 14 acres of property and each room has its own outdoor space allowing for maximum comfort and seclusion. The cottage garden at The Madrones offers beautifully manicured areas where guests can enjoy the outdoors while feeling safe and protected. The Brambles is an ancient redwood forest with plenty of room to picnic/walk/hike and is only available to our guests.

Face Coverings

All staff members are required to wear facemasks while interacting with guests. In addition to wearing masks, each room has its own individual air system. Unlike most larger lodging properties which have a central HVAC system, no air is filtered between rooms at The Madrones & The Brambles, adding to the safe air quality of our guests.

Rigorous Cleaning

COVID-19 has raised awareness about the importance of high-touch surface cleanliness. In guestrooms, our housekeeping staff has intensified the cleaning of surface areas before and after a guest's stay. Each room is sanitized with UV light between stays to kill any bacteria or virus. We have taken the added precaution of laundering our duvets between each stay; and we have upgraded our pillow protectors to an antimicrobial product.

In public spaces, the housekeeping and innkeeping staff at The Madrones & The Brambles have heightened cleaning protocols, ensuring that surfaces are thoroughly treated with disinfectants and that this cleaning is done with increased frequency throughout the day. Additionally, guests will find hand sanitizer located at the Front Desk in The Sun & Cricket Shop, in the Bohemian Chemist, in Wickson restaurant and all the tasting rooms

Jim Roberts or Brian Adkinson, managing partners, are available to onsite guests 24 hours per day/7 days per week to deal with any COVID concerns, policy questions and procedural issues. They are responsible for ensuring all guests and staff follow the protocols and practices. Both will be on-site (or within 15 minutes of the site) and can be contacted by texting 707.895.2955 or emailing us: brian@themadrones.com.

The Madrones

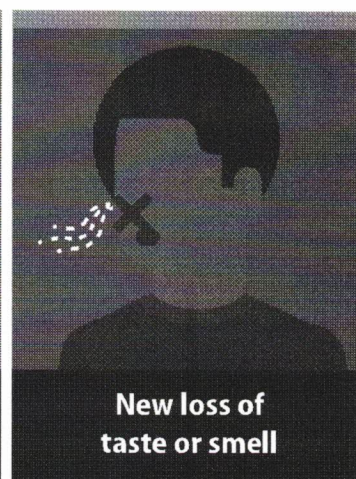
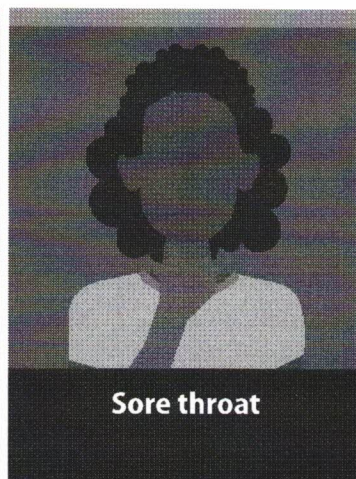
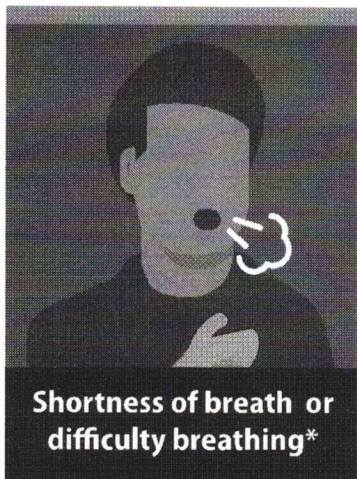
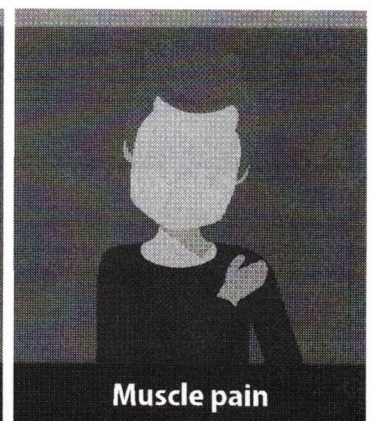
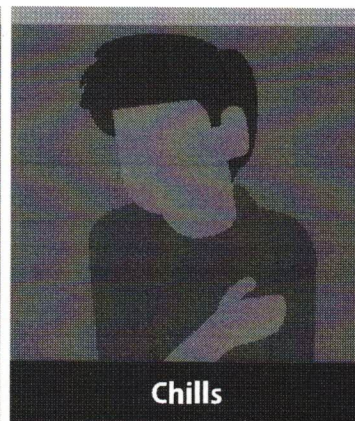
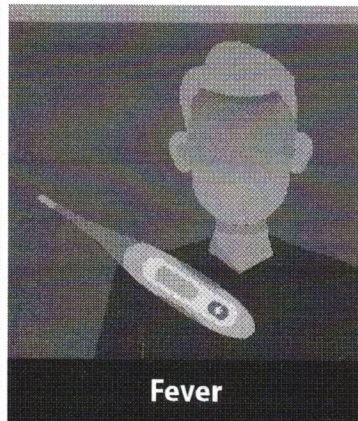
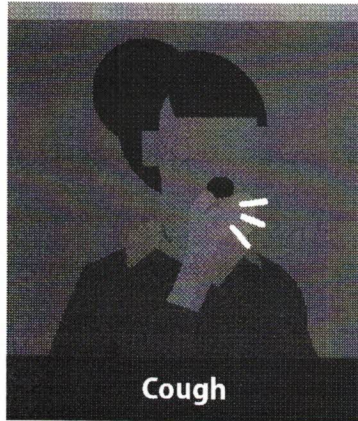
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COVID-19 EMPLOYEE PROTOCOLS:

- 1) All employees must read, understand, and sign training documentation located in the back of this manual.
- 2) All employees will self-screen at home prior to coming to work. If any employee is exhibiting sign/symptoms of COVID-19, they must call in sick to work. Information related to paid leave is available in Appendix 1 of this manual.
- 3) All employees will check and document temperature at the beginning of their shift in the temperature log located in this manual.
- 4) All employees shall sign that they self-certified using the CDC, Mayo Clinic, or other self-assessment tool.
- 5) In accordance with CDC guidelines, all employees shall frequently wash their hands and/or use hand sanitizer throughout their shift and especially:
 - i. After touching a customer
 - ii. Before and after touching store merchandise
 - iii. After touching customer credit cards or money
 - iv. After using the restroom, sneezing, touching face, eating, drinking, smoking, etc.
- 6) All employees shall practice appropriate social distancing unless the mandates of their position require them to be closer. (At guest check-in or when taking funds for merchandise or helping sell merchandise, for instance.)
- 7) All employees shall use a face covering throughout their shift in accordance with CDC Guidelines, and must launder coverings between shifts.
- 8) Please note that disinfectant for employees is located in the following areas: Entry Vestibule, Front Desk, Staff Restroom.
- 9) No more than Four Guest "Groups" are allowed in The Sun & Cricket Shop/Guest check-in area at any one time. Once the lobby reaches capacity, a sign will be posted asking guests to "WAIT HERE UNTIL ADMITTED."
- 10) Employees shall sanitize screen after each customer has touched it.
- 11) Employees shall ensure ALL customers are wearing a mask while in the Sun & Cricket Shop/Guest check-in area.
- 12) Unless weather dictates otherwise, lobby and other entrance doors will be left open in order that guests and staff will not need to touch them.
- 13) Employees will take all guests temperatures at check-in. Any guest with a temperature of 100.4 or higher will be asked to return home or quarantine in place at their expense. Guests will also be strongly encouraged to go to local hospital and test for COVID-19.
- 14) Employees will ask all guests to sign the "Your Commitment To Us" agreement upon check-in

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

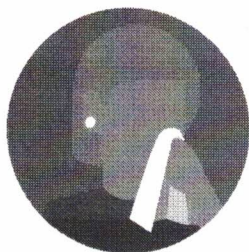
- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

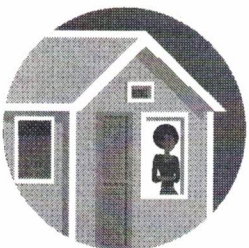
Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

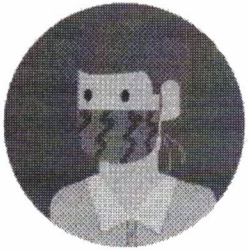
Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html

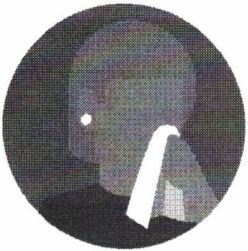


Cover your mouth and nose with a cloth face cover when around others



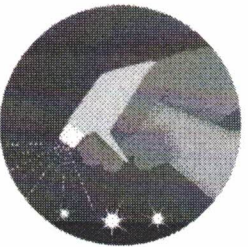
- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example to the grocery store or to pick up other necessities.
 - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes



- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect



- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

What You Can do if You are at Higher Risk of Severe Illness from COVID-19

Are You at Higher Risk for Severe Illness?



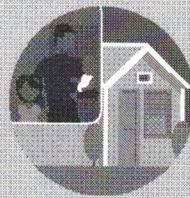
Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

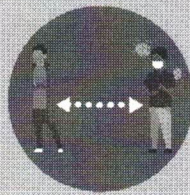
Here's What You Can do to Help Protect Yourself



Stay home if possible.



Wash your hands often.



Avoid close contact and stay at least 6 feet (about 2 arms' length) from other people.



Clean and disinfect frequently touched surfaces.



Cover your mouth and nose with a cloth face cover when around others.



Cover coughs and sneezes.

Call your healthcare provider if you are sick.

For more information on steps you can take to protect yourself, see CDC's webpage on [How to Protect Yourself](#)



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

I, _____, have read and understand the signs and symptoms of COVID-19. I understand that I am to check for the signs and symptoms, including my temperature, prior to work each day. I agree to stay at home or leave work immediately if I exhibit these signs.

Signature

Date

I, _____, give permission to Philocalist, Inc., to collect my temperature each day and record this protected health information in a daily log. I do this freely without coercion and understand I may withdraw my permission at anytime in writing.

Signature

Date

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Housekeeping staff must remember to:

- Wear facemasks whenever cleaning rooms and in all indoor areas
- Wear gloves while cleaning rooms and change gloves between each room and before touching face or personal property.

Upon check-out for each room, an UltraViolet sanitizing lamp will be placed inside the room to sterilize.

- The lamp should be left on for at least 45 minutes in primary guest room.
- The lamp should be left on for at least 15 minutes in the bathroom.

Once sterilization is complete, the following items should be removed to be laundered/washed/sterilized:

- Duvet Covers
- Sheets
- Towels
- Bath and Door Matts
- Dishwashing Towel
- Drinking Glasses
- Wine Glasses
- Silverware
- Bowels
- Wine Openers

In addition to standard cleaning, dusting, vacuuming protocols; the following high touch areas should be sanitized with a disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface:

- television remote controls, toilet seats and handles, door locks and levers, furniture/drawer pulls, water faucet handles, nightstands, hangers, laminated information sheets, telephones, drapery wands, light switches, thermostat controls, luggage racks, microwaves

The Madrones



Your Commitment To Us

Name(s) _____

Check in: _____ Check out: _____ Room: _____

- Healthy & Symptom Free:** I have not been ill within 14 days of my scheduled trip and will alert management immediately if I become sick during my stay. I agree to quarantine at my expense if determined to have COVID-19. I confirm that all persons occupying the room are a part of the same household/living unit.
- Face Covering:** I agree to wear a facemask in any indoor common areas anywhere in our community and when encountering people outdoors when they are closer than 6 feet.
- Social Distancing:** I will try to remain at least 6 feet away from anyone that is not in my immediate group while in Mendocino County.
- Hand Washing:** I agree to wash my hands frequently and use hand sanitizers especially before and after using the bathroom, upon entering and exiting a building, after sneezing, coughing, or touching my face or hair or community surfaces.
- Understanding:** I will be patient and respectful to community members, staff and fellow guests including complying with all operative County Shelter-In-Place orders and contact tracing that may be required if a guest is determined to require isolation or quarantine for COVID-19.

Guest Signature(s): _____ Phone: _____

_____ Phone: _____

Date: _____