

North Bay Surf, LP
Loan #

Below is a list of our operational steps and health/safety precautions we have been using to best protect our business and do our part in the community. Once the Shelter in Place order has been lifted from Mendocino County we will continue with these practices and precautions.

Front of House

- Eliminated in-house dining altogether
 - Retired buffet breakfast
 - Spread all tables 6 ft apart
 - Removed pre-set tablecloths, napkins and place settings
- Offer in room **only** breakfast
 - Removed all typical plates and cutlery, switched to takeout style disposable plates, napkins and cutlery
 - Breakfast is left for guest to retrieve outside hotel room door, to eliminate physical interaction
- Eliminated guest/staff interaction altogether by completely shutting down the lobby/farmhouse
 - Instituted a “self check in” system for guests upon arrival and departure
 - Converted essentially all guest/staff communication via phone and email
- Mandatory pre-arrival guest screening questions
- Mandatory immediate reporting on possible guest/staff symptoms or illnesses
- Eliminated non-essential spending
 - Paused cosmetic/non-essential property projects until further notice
 - Re-evaluated food use vs. occupancy on a daily basis, to minimize food waste and over-purchasing
 - Temporarily furloughed our maintenance staff
 - Reduce hours for non-essential hourly employees

Back of House

- Installed multiple sanitizing stations around property
- Enforced the use of gloves at all times for housekeeping staff, as well as any staff members with a job involving food interaction
- All reachable surfaces are being disinfected 2-3x daily or as many times as the staff has to do so
 - Furniture
 - Appliances
 - Kitchenware
 - Light switches
 - Tvs/remotes
 - Handles/door knobs/railings/keys/keypads
 - Soap dispensers/hair dryers/faucets
 - Walls/baseboards/doorways
- Reduced the amount of bath amenity waste
 - Eliminating individual disposable products
 - Switching to wall dispensers
- Enforced stricter policy on guest amenity replenishments
 - Bath products
 - Extra pillows
 - Extra sheets
 - Extra blankets
- Removing non-essential fabric room decor
 - Decor pillows
 - Bedrunners