



To Our Guests:

We are open and it is business as usual.

We would like to assure you that the health and safety of our team members, guests and community remains our top priority. We feel it is important to inform you about the steps we are taking across our company to help keep you, our team members and our communities, safe and healthy.

We are carefully monitoring the COVID-19 situation with regular updates and guidance from the Centers for Disease Control (CDC) and the Pennsylvania Department of Health, as well as additional government agencies and health care providers.

Our teams across all of our properties conduct rigorous cleaning of all guest and meeting rooms and all public and back-of-house spaces several times throughout the day. Further, we follow exhaustive cleaning, sanitation, and disinfection protocols that meet or exceed extensive industry guidelines. These protocols, which assist with illness prevention, include:

- Regular sanitation training and reinforcement for our team members.
- Clearly established cleaning and disinfection cycles for all areas.
- Prominent placement of hand washing facilities and hand sanitizers.
- Fast response to off-cycle cleaning issues.
- Frequent cleaning of high touch locations.
- Given the current concerns related to COVID-19, we are increasing our cleaning, sanitation, and disinfection frequency above our already high standards.

We are reinforcing with our team members the recommended precautionary steps from the CDC to prevent the spread of germs. These guidelines include:

- Wash your hands with soap and water for at least 20 seconds.
- Avoid close contact with people who are sick.
- Cover a cough or sneeze – preferably with a disposable tissue.
- Avoid touching your face – especially your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects.
- Stay home if you have flu-like symptoms.

We are taking the necessary steps to be prepared should this issue become a more significant concern for our area. We will continue to implement preventive measures in line with the recommendations of the CDC and other health agencies.

Based on the guidance we've received and our general state of preparedness, we are confident our operations continue to be safe and ready to serve our guests. We will deepen our collaboration with health and government officials, so we are prepared to take whatever steps may be necessary to ensure the safety of our guests and team members.

We appreciate your loyalty and the trust you place in our businesses.