



streamsong®  
RESORT • GOLF • SPA

**Cleaning, Sanitation  
and Social Distancing**



## Welcome to Streamsong Resort

On behalf of our entire staff, we look forward to providing a safe, comfortable and productive event for you and your attendees. Face-to-face meetings will continue to be a crucial part of building and maintaining a unique and vibrant corporate culture. Thank you for your organization's decision to move forward with your program in a responsible and measured manner. Streamsong has significant sensitivity and takes great professional responsibility for the safety and security of our guests. Corporations and Associations large and small continue to seek our assistance as a trusted meeting partner as they look to educate, inspire and grow their organizations in new and exciting ways.

We have adopted significant measures and best meeting practices as outlined by the CDC, Aimbridge Hospitality and ongoing industry guidance for the health and safety of all our guests. To ensure you and your attendees have a professional and satisfying experience during your stay at Streamsong, we will continue to monitor government ordinances, state, local public health guidelines and follow the latest recommended measures adjusting our operations to stay current with these guidelines.

Now, more than ever, you need a meeting partner you can depend on and trust. While some of our services have been thoughtfully modified to maintain a safe and satisfying environment for both our guests and staff, our commitment to provide a remarkable meeting and incentive experience for our guests has not wavered.

We recognize that your business environment is changing too and we want to hear from you regarding how we can better serve your organization's unique needs during this global transition.

The following provides a general overview of our current standards for your upcoming event. Please note that policies and procedures are subject to change based on national and regional governmental protocols for the hospitality and travel industry.

# General Resort Practices

Streamsong has adapted daily operations, enhanced employee practices, modified public spaces and developed strategic partnerships to protect our guest and staff members while preserving the highest level of personalized hospitality throughout your stay. Due to Local, State and Federal directives, our Resort has tailored staffing levels to better serve the needs of our guests. There are some resort amenities and services that may be temporarily paused and will not be accessible for guest use during your time with us. However, these mandated restrictions continue to evolve and will become available when officially deemed safe and appropriate for your enjoyment.

## We are committed to educating both guests and staff members about their shared responsibility to help protect themselves and each other.

**WELCOME TO  
STREAMSONG**



Prior to Guest Travel and Check-In: For the safety of our guests and staff, and consistent with Centers of Disease Control and Prevention (CDC) guidance, we ask all persons who believe they may have COVID-19, or who are awaiting test results for COVID-19 to refrain from checking into the hotel until they are cleared by a medical professional. If any guest is required to quarantine or if they test positive for COVID-19 during your stay at the resort, we will request that the guest quarantine in your room and immediately contact the resort General Manager to discuss next steps. In the event a guest is diagnosed with COVID-19 within 15 days of departure from the resort, we ask that they notify the resort immediately so we may take the necessary guest and associate precautions.



cleaning and  
mitigation protocols  
rooted in  
**CDC GUIDELINES**

Center for Disease Control & Prevention (CDC) guidelines have been adapted throughout the resort as we routinely clean and disinfect public spaces, meeting rooms, recreational areas and guestrooms for optimal risk reduction. This is a rapidly evolving situation and CDC continues to provide us updated information and guidance as it becomes available.



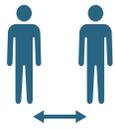
**ENHANCED STAFF  
TRAINING**  
on hygiene and  
infection prevention

All Streamsong management and staff members are required to attend and actively participate in hygiene and infection prevention education. Instructional videos, live presentations and demonstrations along with handouts are provided. Additional specialized departmental training is provided for each service discipline including housekeeping, food handlers, restaurant servers, golf and recreation attendants, bell staff and front desk. Continuing education is provided as updated information and guidance becomes available.



**SPECIAL  
SANITIZATION**  
and cleaning  
procedures

All departments comply with an elevated cleaning regimen designed to set an even higher standard of cleanliness for our resort. Comprehensive cleaning protocols combined with strictly monitored disinfectant procedures are in place that have further elevated Streamsong's cleanliness standards throughout the Resort.



**PHYSICAL  
DISTANCING**  
accommodated

Social Distancing signage is in place throughout the resort to encourage proper separation in lines and common areas including front desk, restaurants, clubhouses, shuttles and other public areas. Transparent screens and partitions for proper separation between customers and employees are being installed where appropriate.



**FREQUENT HAND  
WASHING**  
mandated

Hand hygiene is reinforced by omnipresent messaging in appropriate public spaces, guestrooms and back-of-house and applies to staff and guests of the resort. The resort has installed hand sanitizing stations in most public areas. Personal travel-size hand sanitizers are distributed to each guest as part of a new check-in procedure.

**ECOLAB**

Partnership with the industry-leading expert in hygiene and EPA-approved products

Key partnerships with industry experts provide products and protocols to help prevent the spread of infection and offer guidance to maintain a clean, safe and healthy operation along with practical guidance to help keep our employees and customers safe.



**STAFF WELLNESS**  
and prevention

The health and safety of our guests and team members has been and will continue to be at the core of everything we do. In addition to mandatory hygiene, cleanliness and social distancing training; required temperature checks for all management and staff occur on premise prior to reporting to their assigned work area. Personal protection equipment (PPE) is provided to all staff members and the 'Sick Stay Home' rule is strictly enforced.

## Meetings and Events

Moving forward, effective meetings and events not only require a great destination with all the right amenities but also a place that addresses social distancing and enhanced cleanliness standards. Streamsong is prepared and well positioned to provide a productive, distraction-free environment that incorporates the latest safety and sanitation protocols without sacrificing meaningful attendee interaction and inspiration.

Ideal for Social distancing, privacy and productivity, Streamsong resides on 16,000 acres offering an inspirational, distraction-free environment with 25,000 square feet of dedicated meeting space. 13 large and small meeting rooms offer safety, comfort and privacy. General session and breakout rooms are conveniently clustered for effective program flow with an additional 60,000 sq. ft. of outdoor event lawns, patios and pavilions.

Our professional meeting coordinators and on-site media specialists are on call 24/7 to ensure every program is highly personalized and expertly executed. All meeting and banquet space events adhere to new social distancing protocols.

At Streamsong, the highest priority remains the safety and comfort of our guests and associates. While cleanliness and safety have always been at a high standard, we are making our standards for hygiene, cleaning, and safety even more rigorous throughout the resort and meeting and event spaces.

We have enhanced measures in place, partnering with industry experts, such as Ecolab<sup>®</sup>, to help ensure our convention services and banquet teams are thoroughly trained on hygiene and infection prevention expertise, with protocols rooted in the CDC guidelines. Ecolab<sup>®</sup>, a global leader in hygiene and chemical products, is a trusted industry partner.

To ensure your comfort, our staff has also been trained on property cleaning and sanitizing procedures through our proprietary AimClean program, and by other industry-leading cleaning experts, including from Ecolab<sup>®</sup>.

***Now more than ever, we are ready to take care of you.***