

The Inn at Longwood Medical

Longwood Grille & Bar

Updated Covid Response, May 29, 2021

Mask covering Guidance for Guests and Associates

As communicated last week, the Centers for Disease Control and Prevention (CDC) issued updated guidance regarding the wearing of face coverings and distance requirements for fully vaccinated individuals. According to the CDC, fully vaccinated people can resume activities without wearing face coverings or physically distancing, except where required by local laws or rules and regulations, including local business and workplace guidance.

While we are encouraged by the recent changes in CDC guidelines, our ongoing recovery remains rooted in strengthening consumer confidence and inspiring travel. Our customer base is broad and diverse, with varying points of view on the topic of face coverings, so it is important that we provide a welcoming environment for all.

Please review the following modifications to our rules, effective 5/29/21.

What is changing – effective 5/29/21

Guests:

- Fully vaccinated guests are not required to wear face coverings or social distance.
- Guests not fully vaccinated must continue to wear face covering and practice social distancing.
- The Inn at Longwood Medical and Longwood Grille & Bar staff will not require proof of the vaccination status of guests or ask them to wear a face covering. Guests are on the honor system.

Staff:

- Staff are strongly encouraged to get vaccinated.
- All Staff working indoors should wear a face covering and practice social distancing.
- Fully vaccinated Staff working outdoors are not required to wear face coverings.
- The Inn at Longwood Medical currently plans to relax the rule for mandatory indoor masks for vaccinated associates at a later date, we will issue a confirmation and further details to that in due course.

Signage:

- Front of the house hotel signage indicating the request for all non-vaccinated guests to wear face coverings/social distancing will remain in place.

Frequently Asked Questions:

Q: Should Staff actively approach customers and ask them to wear a face covering?

A: No. Staff should not intervene with guests who do not wear a face covering.

Q: Do I have to ask guests to show proof they are vaccinated if they aren't wearing a face covering?

A: Hotel, Catering, and Restaurant Staff should not check the vaccination status of guests or ask them to wear a face covering. The CDC acknowledged that their updated advice included an understanding that people were on the honor system. The Inn at Longwood Medical and The Longwood Grille & Bar shares the CDC's view and will not put Staff in the position of policing our guests' vaccination status.

Q: How do I respond to customers asking why Staff or some guests are wearing face coverings while others are not?

A: As we have throughout the pandemic, our guidance is based upon public health guidelines, from the CDC and industry partners such as the AHLA (American Hotel Lodging Association) and their Stay Safe council. You can tell guests that our associates will continue to wear masks indoors for the immediate future. Due to our location, all staff are required to wear face masks. We request that all non-vaccinated guests wear face masks, however, guests will not be asked for proof of vaccination.

Q: How do I respond to customers who ask if I am vaccinated?

A: Staff may politely reply that they are following hotel rules. The vaccination status of the associate is personal information that does not need to be disclosed to any guest.

Q: Is the Inn at Longwood forcing staff to get vaccinated? How do I handle questions about my vaccination status with other associates or leaders?

A: Associates will need to make personal decisions that work for them. When inside the hotel, they do need to wear a mask until further notice. When stepping outside, they may remove their mask if they wish. This could be awkward in some instances. Doormen might decide to keep their masks on at all times, because it will be difficult to add a mask when their hands are full. Staff will use their best judgement.

Hotel Operations Frequently Asked Questions:

Q: Are hand sanitizers still required in our high traffic customer touch points?

A: Yes, hand sanitizer stations must still be placed throughout the hotel at high guest touch point areas and will likely remain in place for many months to come.

Q: Are Barriers still required at the Front Desk and Concierge Stand?

A: Yes, Barriers will still be in place at the Front Desk and Concierge Stand.

Q: Will The Inn at Longwood Medical or the Longwood Grille & Bar adjust their current disinfectant practices?

A: We will continue to follow those recommendations, guidelines, and practices for cleaning, sanitizing, and disinfection of all public spaces, guest rooms, and heart of the house areas that are already established.

Housekeeping – Room Attendants:

Q: What changes affect overnight rooms and housekeeping attendants?

A: We will continue to offer our high standard of cleanliness and sanitation procedures.

Q: What frequency will the overnight rooms be cleaned?

A: We will continue to offer daily cleaning of all rooms, unless otherwise instructed by a guest. We will alter our procedures to honor any special needs and concerns of our guests.

Q: Will Room Attendants be required to wear face coverings?

A: Yes. All staff are required to wear face masks while on property. This includes while cleaning overnight rooms. All un-vaccinated guests are requested to wear face coverings while they are on property.

Catering and Meeting Space Frequently Asked Questions:

Q: What are the changes to the Meeting Facility?

A: Meeting rooms will now be sold to full seating capacity. We will continue to clean and sanitize the meeting rooms to our high standards. Hand sanitizer stations will be provided.

Q: What are the requirements for attendees?

A: Servers and all Banquet staff will be in masks. Un-vaccinated guests of meetings are requested to wear face coverings and to maintain social distancing policies as set forth by the CDC. Guests will not be asked to supply proof of vaccination.

Q: What other changes go into effect on May 29, 2021?

A: We are now able to offer buffet meals in addition to the existing plated menu.