



SAFE

P R O M I S E



THE
MADISON CONCOURSE
HOTEL

AND GOVERNOR'S CLUB



The health and safety of our guests, our team members, and our community is our top priority. Our **Safe Promise** plan follows all local, state, and federal guidelines related to safe practices. It also follows best practices from industry groups including the American Hotel and Lodging Association and the Restaurant Association, as well as medical authorities including the University of Wisconsin Hospital, Johns Hopkins, and Mayo Clinic. We will continue to monitor these guidelines and best practices, adjusting our plan as we continue to learn more about COVID-19.

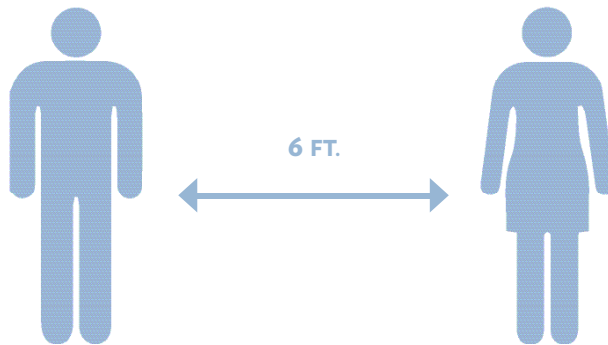
Safe Promise was designed to enhance safety and minimize risk for our visitors and team members. It ensures the hygiene and sanitation practices of our hotel meet or exceed regulatory requirements and the recommendations of the CDC. This commitment also includes new cleanliness protocols that meet or exceed our already rigorous standards.



CLEANLINESS

We use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our guest rooms, public spaces, meeting rooms, pool area, and fitness room.

In addition to enhanced disinfection across all areas of the hotel, hand sanitizing stations have been installed throughout both front and back-of-house areas.



DISTANCING

Guests and team members are encouraged to practice physical distancing by maintaining at least six feet of space between them and others while seated, standing, or moving around the hotel. Signage reminding guests of the policy has been posted in places of frequent congregation including the front desk, CIRC host stand, The Bar, Starbucks, elevators, the GC Lounge, pool area, fitness area, and throughout the back of the hotel in team member workstations and offices. Where distancing presents a challenge, transparent barriers have been installed. This includes areas such as the front desk, Starbucks, and shuttle vans.

In addition to general cleaning and distancing, there are specific health and safety risk mitigation policies and procedures in place for six key areas of the hotel.



FRONT DESK, LOBBY, AND BELL SERVICES

Warm, welcoming, and safe. Our service initiatives now include new protocols that minimize guest contact with personnel through a streamlined check-in and check-out process.

Only credit cards are accepted for payment, no cash.

Social distancing measures are implemented, including the installation of floor decals and plexiglass partitions. Mask requirements for guests and team members are in accordance with our local ordinances.

Contact-free temperature checks are available upon request.

Enhanced sanitization procedures are in place in the lobby and across guest touch points throughout the hotel.

Masks are required when using our guest shuttles, and plexiglass barriers have been installed in each shuttle behind the driver.



MEETING AND EVENT SPACES

Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests for all events, based on CDC and Public Health Madison & Dane County recommendations. Seating capacities and floor plans are reviewed on an event-by-event basis. Virtual meeting enhancements are available to allow for inclusion of remote attendees. Contact-free thermometers are available for attendee temperature scanning upon request.

Meeting rooms will be regularly deep cleaned and high-touch areas are disinfected on a closely monitored schedule. All audio-visual equipment is disinfected between use, such as microphones, podiums, switches, and controls. Sanitizer dispensers have been added to all podiums and all meeting and banquet rooms.

All of our food service meets or exceeds guidelines from the FDA Food Code and the Dane County Health Department. We follow enhanced sanitation guidelines and utilize training aides backed by the FDA, Ecolab, and the National Restaurant Association. This includes ServSafe Food Manager Certified Training for kitchen management.

GUEST ROOMS AND HOUSEKEEPING

Unnecessary items are removed from guest rooms, such as decorative pillows, bed scarves, paper notepads, and pens. We created a webpage for all guest room information to replace a physical guest directory book, and an app is available for controlling the television from your cell phone.

To minimize contact, stay-over service has been eliminated for stays under three days. Enhanced and thorough cleaning protocols have been implemented. Linens, and all touch points will be cleaned with chemicals aimed at killing COVID-19. Our housekeeping management staff have all received biorisk prevention and containment certification through The Global Biorisk Advisory Council® (GBAC).

Used guest linen goes directly from a sealed bag into a washing machine. In order to eliminate any possible viral and bacterial pathogens, we use EPA-approved sanitizing chemicals in our washing machines and have increased our dryer temperatures to 140 degrees or higher, as suggested by the World Health Organization.

Our guest rooms are equipped with individual heating/air conditioning units. This means the air in your guest room is not circulated throughout the hotel or with another guest room. Our windows also open to allow fresh air directly into the space.

Our hotel has received GBAC STAR Facility accreditation, the gold standard on outbreak prevention, response, and recovery for prepared facilities. We have also received StayClean accreditation through StaySafe Hospitality. Our food service has been accredited through the Ready to Serve program. Our hotel is also included in AAA's 2020 Best of Housekeeping and the winner of 2020 "Best Conference Center" in Wisconsin Meetings.



CIRC, THE BAR, STARBUCKS, AND THE GOVERNOR'S CLUB LOUNGE

Our food outlets are open and continue to offer a selection of farm-fresh menu items. Single-use menus and QR codes are utilized to minimize touch points. Our menus are also all available for contactless in-room dining.

All of our food service meets or exceeds guidelines from the the FDA Food Code and Public Health Madison & Dane County. We follow enhanced sanitation guidelines and utilize training aides backed by the FDA, Ecolab, and the National Restaurant Association. This includes ServSafe Food Manager Certified Training for kitchen management.

POOL, GAME AND FITNESS AREAS

Our pool, sauna, game room, and fitness areas are open. All touch points are cleaned on closely monitored schedules with EPA-approved disinfecting chemicals. Each evening, these areas are fully disinfected. Hand sanitizer stations are also installed for guests throughout the space.



HOTEL TEAM MEMBERS

All employees receive consistent training on COVID-19 symptoms as well as safety and sanitation protocols. Our teams with frequent guest contact receive more comprehensive training, including housekeeping, food and beverage, front desk, and hotel operations teams.

Masks are mandatory for all team members as well as vendors. Appropriate additional PPE is worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.

Our team members have clear instructions on how to respond swiftly and appropriately to all presumed cases of COVID-19 on property in accordance with local guidelines, and they will be ready to provide full support to our guests addressing any health concerns. Team members are prohibited to be at work if they do not feel well. They are also instructed on proper procedures if they notice a coworker or guest with Covid-19 or flu-like symptoms.

BEST PRACTICES

These best practices have been identified for use by our guests and team members.

- ◆ Greet each other with a smile, nod, and a hello instead of a handshake. Air high fives are also encouraged.
- ◆ Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol, which is found throughout the hotel. Cover all surfaces of your hands and rub them together until they feel dry.
- ◆ Avoid touching your eyes, nose, and mouth.
- ◆ Value and respect personal space. Maintain a distance of 6-8 feet whenever possible.
- ◆ Please do not come to The Madison Concourse Hotel and Governor's Club if you have a fever, cough, shortness of breath, or other cold and flu-like symptoms, and immediately seek medical care for further guidance and testing.

FOR MORE INFORMATION

Your health and safety is our top priority. Our goal is to provide transparency to our guidelines prior to your visit. If you have specific questions about these procedures and protocols, please contact us at info@concoursehotel.com