

R

RENAISSANCE®

BALTIMORE HARBORPLACE HOTEL

March 9, 2020

OUR EFFORTS TO ENSURE A HEALTHY STAY

Thank you for inquiring about our efforts to ensure that our hotel remains a comfortable and safe environment for our guests and our associates.

We take standards for hygiene and cleanliness very seriously. Our leadership team has been closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19) and we are following the guidelines from these agencies and the local health departments on appropriate hygiene standards. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

We recognize that the COVID-19 virus has required all of us to be more thoughtful as we go through our daily activities. Our associates are expected to follow the CDC recommendations for everyday preventive actions to help prevent the spread of respiratory diseases and we encourage you to do the same. These include:

- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose, and mouth.
- Covering your cough or sneeze with a tissue, then disposing of the tissue in the trash.
- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

My team is committed to making your stay a pleasant one. Please let us know if there is anything further we can do to assist you.

Thank you.



Chris Madoo
General Manager