



To our valued guests and patrons of The Umstead Hotel & Spa and Herons. We want you to know that we are following the continued spread of coronavirus (COVID-19) very closely and taking every possible precaution to keep our guests and staff healthy.

In addition to the very detailed cleaning standards we must maintain as a 5-star hotel, restaurant, and spa that we always exercise, we are also following the World Health Organization and Center for Disease Control recommendations on proper sanitization and other preventative efforts.

Examples of our elevated standards for cleanliness of our [public spaces, food preparation and serving areas, restrooms, and guest rooms] include:

- Housekeeping staff has increased cleaning of surfaces in public areas such as door handles, light switches, tables, and bathroom fixtures to every 30 minutes
- Our culinary team maintains and has enhanced the highest of standards while preparing and serving your meals
- Our staff continues to wear food-safe gloves and wash their hands frequently, according to CDC recommendations
- We sanitize all plateware, glassware, utensils, and linens according to Health Department requirements

We also ask for your assistance in maintaining a safe environment. Please exercise good judgement in cancelling reservations if you or your travelling companions are feeling sick. We have also asked this of our staff, telling anyone who is showing any signs of illness to stay home.

If you have any additional questions, please ask for a member of our management team. We will overcome this together, and we appreciate your ongoing support and patience during this time.

Sincerely,

Jim Beley

General Manager