

The image shows the exterior of the Chauncey Hotel and Conference Center at dusk. The building features a mix of dark wood siding, stone masonry, and large glass windows. A prominent stone chimney is visible on the right. The interior lights are on, showing a modern interior with orange pillars and artwork. In the foreground, there is a paved patio area with outdoor furniture and a garden bed with yellow flowers.

Chauncey Hotel and Conference Center

Enhanced Health and Safety Guidelines



WELCOME TO THE CHAUNCEY HOTEL AND CONFERENCE CENTER!

We've enhanced our health and safety protocols to ensure we meet or exceed current guidelines set by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the state of New Jersey. The following is a summary of best practices already in use at Chauncey to ensure excellent, safe experiences for every guest.

We continue to elevate our standards as best practices evolve to make your stay safe, impactful, and memorable.





"With innovative solutions and deep operational expertise, Chauncey's service exceeds industry standards, even in extraordinary circumstances."



PARTNERS IN SUCCESS AND SAFETY WITH EVERSAFE

A holistic platform to enable sustainable management of venues in today's environment.

Whether meeting, dining, or staying at our property, safety and satisfaction are our commitments. Our dedicated teams provide the comfort and confidence, that exceed guest expectations where they work, learn, and play.

BRAND TENET

- Strive for Total Well-Being
- Commit to Operational Impact
- Power Frictionless Experiences
- Leverage Collaborative Expertise





CLEANING METHODS AT CHAUNCEY

We take a methodical approach to cleaning and safety. We use Diversey cleaning products and protocols that meet all EPA guidelines and are effective against viruses, bacteria, and other airborne and bloodborne pathogens. Areas are cleaned on regular schedules to ensure the maximum safety of our guests.



PUBLIC SPACES AND COMMUNAL AREAS

The frequency of cleaning, sanitizing, and disinfecting has been increased in all public areas with an emphasis on high-touch contact surfaces. This includes, but is not limited to, the front desk counter, business center, elevators and elevator controls, door handles, railings, public restrooms, room keys and locks, gym equipment, dining surfaces, and seating areas.

GUEST ROOMS

We continue to use industry-leading cleaning and sanitizing standards to clean guest rooms. Increased attention is paid to high-touch items such as television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks, and flooring. When possible, a minimum of 24 hours will pass between new guests staying in guest rooms.

LAUNDRY

All bed linen and towels continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen is bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

HEART OF THE HOUSE

The frequency of cleaning and sanitizing is also increased in high-traffic, employee use-only areas, with an emphasis on the employee cafeteria, employee entrances, restrooms, loading dock, offices, and kitchen. Shared materials and equipment are sanitized before, during, and after each shift and every time equipment is transferred to a new employee.

AIR FILTER AND HVAC CLEANING

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.



A SAFE GUEST EXPERIENCE IS PARAMOUNT

To ensure excellent, safe experiences for all visitors to Chauncey, a guest ambassador in our lobby welcomes guests and provides guidance on proper check-in procedures and directions.

To promote the health and safety of our community, face coverings are required for guests and staff in all indoor public areas and during outdoor events when social distancing measures cannot be followed.

Safety, health, and hygiene signage displayed throughout the property reminds guests to maintain social distancing protocols. Other safety precautions include:

- Sanitizer products and stations are available for guest use throughout the property.
- Social distancing markers are placed appropriately to ensure guests properly queue.
- Partitions have been placed at the front desk, business center, and bar to provide an extra level of precaution for our guests and team members.
- Counters and other high-touch points are sanitized at regular intervals and between each guest.
- Guest elevators have a hand sanitizer station at each entry point and inside the elevator. Staff sanitize the elevator button panel regularly. No more than one guest is permitted in an elevator at a time. Signage is posted to explain the current procedures.





SAFE, WELCOMING GUEST ROOMS

We care about our hotel and conference center's guests' safety. A welcome kit in each guest room includes hand sanitizer, sanitation wipes, and a COVID-19 awareness card so guests know we are following and exceeding safety standards. Additional guest room protocol includes:

- Guest room keys are sanitized prior to use.
- Guests can customize their cleaning preference. For the comfort of our guests, we will keep entry into our guest rooms at a minimum. We will only provide housekeeping services upon request.
- Some items have been removed from the guest room, such as writing pads, pens, and magazines. All items are available upon guest request.
- Extra pillows and blankets previously stored in the guest room closets were removed and are now available upon guest request.
- No team members are permitted to enter a room while a guest is present unless in an emergency.

FOOD AND BEVERAGE SAFETY

Our food and beverage program has been modified so guests enjoy offerings through a served experience. Our self-service dining buffet and beverage stations are discontinued at this time.

Every food and beverage team member is fully trained and compliant in food safety training and cleanliness protocols. They are also trained to keep a comfortable distance from guests while still maintaining proper conversation.

Seating capacities in the restaurant and bar are reduced to allow a minimum six feet between each seated group/party of guests and hand sanitizer stations are placed at each access point of all outlets.

High-touch points are sanitized throughout the day while bars, tables, and chairs are sanitized between each seating. To minimize risk, disposable printed menus and QR codes via mobile access are in use.

Hosts and managers are responsible for managing physical distance at entries, waiting areas, and queue. Stanchions and signage provide additional safety instruction.



CONFERENCES AND EVENTS

A comprehensive cleaning and sanitizing plan is in place to incorporate deep and more frequent cleaning of meeting and event space focusing on high touch contact surfaces. Socially distant event setups ensure proper seating and event flow is managed with the use of markers. Further safety measures include:

- Hand-sanitizing stations are in high-traffic areas and every meeting room and event space.
- Creative room sets will adhere to physical distancing guidelines with updated floor plan capacity charts.
- Outdoor event solutions are available for meetings and events.
- All shared equipment and meeting amenities are sanitized before and after each use or is single-use if not able to be sanitized.
- Meeting spaces accommodate social distancing and virtual attendees.
- Group breaks are set in dedicated, socially distanced spaces reserved for a specific event and its attendees, to prevent co-mingling with other groups.
- Meeting break stations include pre-packaged items, small plates, and items served by staff. A dedicated attendant for each break station serves beverages and maintain cleanliness and sanitation standards. Disposable cups are used on all breaks and roll-up flatware is provided when needed.
- Single-use meeting room amenities include hand sanitizer.
- Signage is displayed outside all meetings and events to remind guests of appropriate physical distancing guidelines.
- Creative and flexible food and beverage options are thoughtfully served and are focused on individual portions and single-serve items, sourced locally and sustainably.
- Communal water stations will be replaced with individual bottled water and certain tabletop items (stationary, pens, candy, and décor) will be temporarily removed as a precautionary measure.



HYBRID VIRTUAL MEETING SOLUTIONS

- Complimentary high-speed Internet eases the planning of virtual events.
- Many rooms feature built-in video conferencing.
- A dedicated on-site conference planner and AV technician to navigate the process.



AMENITIES

The Fitness Center follows state guidelines regarding opening and maximum capacity to allow for social distancing between guests. When opened, disinfectant wipes will continue to be available for wiping off machines and hand sanitizer stations will be prominent. Every other fitness machine will be placed out of service to allow for social distancing.

The swimming pool also follows state guidelines regarding capacity. Lounge chairs are spaced to ensure proper distancing and sanitized prior to and after each use.

The gift shop is open with a two-guest maximum capacity. Staff monitor business and gift shop occupancy to ensure physical distancing guidelines are observed. All high-touch surfaces, items, and equipment are disinfected frequently.



CHAUNCEY TEAM HEALTH AND SAFETY

All employees use appropriate personal protective equipment (PPE) including mandatory masks and gloves. Employees also observe physical distancing and limit face-to-face contact.

All team members are required to have their temperature taken prior to entering their work area and answer several COVID-19 related questions to ensure their ability to work for the day.

Team members are trained on swift COVID-19 response and reporting. All presumed on-property cases of COVID-19 are reported to the local health department. If the property is alerted to a presumptive case of COVID-19 at the conference center, the property will work with the local health department to follow the appropriate actions.

The team will complete new and ongoing trainings to ensure compliance on housekeeping and hygiene standards, COVID-19 awareness training, and additional training in all areas to ensure a healthy and safety environment for the guests and team.

