



TERRANEA®
L.A.'S OCEANFRONT RESORT

Terranea Resort
Coronavirus Briefing
March 4, 2020

Greetings,

The safety and wellbeing of our guests and associates is paramount at Terranea Resort. Our team is prepared and dedicated to upholding and ensuring a continued safe and healthy environment. We continue to welcome leisure and business guests, while making sure that we take the steps necessary to keep our guests and our associates well.

California's declaration of a state of emergency – which we've seen issued across other communities in the U.S. in the past week – allows it to qualify for additional funding needed to prepare for COVID-19 *in the future*, if such funds are needed at all.

It is important to note that, at this time, LA County Department of Public Health reports “there is currently no immediate threat to the general public, no special precautions are required, and Los Angeles County visitors are encouraged to engage in their regular activities and practice good public health hygiene.”

Terranea continues to follow the guidance of our partners at U.S. Travel Association and health authorities such as the CDC: “The CDC does not currently have a COVID-19 travel health notice for Continental US,” and therefore, the CDC “does not recommend canceling or postponing travel” within the Continental US.

The resort has implemented enhanced health and safety measures in accordance with CDC guidelines:

- Please visit <https://www.terranea.com/updates> for the latest travel updates.
- Leadership is conducting daily briefings and updates to our internal teams as the coronavirus situation evolves.
- Staff and guests are encouraged to apply alcohol-based disinfectant via dispensers installed throughout the resort and meeting space.
- Hand sanitizing bottles are available for guests by request at the front desk.
- We implemented deep cleansing and rigorous sanitizing standards with robust disinfectants, in addition to regular cleaning practices.
- Water temperatures are routinely checked and monitored to ensure highest level of sanitization.
- The main entrance and carpets at the resort's lobby are sprayed with qualified disinfectant regularly.
- All chefs and culinary associates are required to be especially diligent to wash and sanitize their hands frequently.
- All buffet or semi-buffet foods are served in smaller portions and replaced or replenished regularly.
- All tableware including salt and pepper shakers, sugar containers, menus are cleaned on a frequent basis.
- All utensils used at the buffet counters are changed and sanitized frequently.
- Dining tables and chairs are thoroughly cleaned before serving new guests.
- Ongoing internal communications to encourage and promote general health and wellness best practices for associates.
- Any associate who is feeling ill is encouraged not to report for work.
- Thermometers are available for use as needed.

For timely travel updates and safety guidelines, we are continuing to share relevant industry information:

- U.S. Travel Association Resource Page: <https://www.ustravel.org/coronavirus>
- Visit California Resource Page: <https://industry.visitcalifornia.com/coronavirus>



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- California Department of Public Health: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
- LA County Public Health: <http://www.publichealth.lacounty.gov/media/Coronavirus/>
- Los Angeles Tourism & Convention Board: <https://www.discoverlosangeles.com/info>
- Centers for Disease Control & Prevention: <https://www.cdc.gov/coronavirus>

We look forward to welcoming you and delivering an exceptional experience at Terranea Resort. Please let us know if there is any additional information we may provide at this time.

Sincerely,

Terranea Resort Leadership