

A note to our guests, partners and the broader Troutbeck community, regarding COVID-19

Updated: 03/23/2020

TROUTBECK GUEST OPERATIONS ARE SUSPENDED THROUGH APRIL 2020.

PLEASE CALL (845) 789 -1555 OR EMAIL RESERVATIONS@TROUTBECK.COM

As concerns over COVID-19 (Coronavirus) become wider spread, we want to keep you apprised of our in-place strategy to protect our staff and guests here at Troutbeck. Troutbeck closed to outside guests on March 16th in response to a nation-wide call to minimize opportunity for the virus to spread. Our leadership team continues to work within rigid parameters intended to guard the wellbeing of our employees and our community.

We are preparing to re-open our doors as early as April 15th 2020, though, this is subject to change. As a result, we are not accepting any reservations for the month of April.

As professionals, regulated and monitored by state and local departments of health, with the benefit of extensive experience in industry best practice, Troutbeck approaches this period with heightened awareness and long-established protocols designed to guard the health and well-being of all. In this respect, we approach this present circumstance from a position of strength. Our heightened state of vigilance is guided by these protocols and others instituted in accordance with the precautionary recommendations published by the Centers for Disease Control and Prevention ("CDC").

During this period, we are limiting staff presence on property as prescribed by the State of New York.

In addition, the following measures are in place:

1. **Our Staff.** All Employees must continue to adhere to our food safety and Health Department standards. Best practices and updates thereto are communicated and reiterated via email and during regular training sessions with our team.

Even during this period of limited on site activity, employees are required to report any symptoms of illness of any kind to their manager and to Human Resources.

Team members will not be permitted to return to work until they have been cleared by a treating medical professional, in accordance with CDC guidelines.

2. **Daily Practices.** Surfaces throughout Troutbeck are cleaned and sanitized frequently. Our already vigilant housekeeping department has already redoubled their efforts and are taking this period to deep clean all areas of the property.

All food service items including dishes, glasses and utensils, are already washed at the extremely high temperature prescribed by the Department of Health.

Guestroom linens are laundered by a third-party vendor, subjecting all linens to temperatures in excess of 150 degrees. Further, housekeeping staff are using single use disposable supplies when each room is made ready for arrival.

In addition, hand sanitizer is stationed at every staff clock-in location and throughout the property.

Our HVAC system is state of the art and was fully replaced in 2017 to the highest standard. In addition to our regular maintenance regimen all filters are being replaced ahead of schedule.

We are presently upgrading all of our public area HVAC systems to include HEPA and UV filtration. This highly effective filtration system will eliminate 97%+ of all airborne contaminants. When we do again welcome you back to Troutbeck, this system will be fully operational.

3. **Staff Travel.** We have instituted a mandatory work-from-home policy for all managers. On site presence is on a rotational basis, daily. None of our staff members have travelled nor do they plan to travel to any area of heightened risk.
4. **Guidance from State and Local Health officials.** Our teams keep in close contact with state and county health departments to inform our organizational response plan. Our plan is reviewed daily with an all-hands managers meeting/conference call.

For guidance and updates from local health departments, you can find contact information at <https://www.naccho.org/membership/lhd-directory>.

5. **Readiness with National Cleaning Vendors.** We are working directly with our national commercial cleaning partner Cintas to ensure ready access to all necessary supplies. Should we need outside help, we have identified ServPro as our disaster recovery partner to implement an emergency response plan based on Federal CDC protocols for COVID-19. ServPro are on-call 24/7 for any emergency service needs.
6. **Vendor Supplies.** We are working with all of our vendors to ensure the stability of our highly local supply chain. We hope you, as we do, value the inherent quality of our local farms and purveyors in times like these. At this time, no service interruptions are forecast.
7. **Hours of Operation.** Troutbeck leadership including event management, reservations, sales and marketing are all available during regular business hours. We currently project reopening on or around April 15th though this date is subject to change. For this reason we are not accepting reservations for the month of April.

TROUTBECK

AMENIA

NEW YORK

8. **Group & Event Bookings.** Troutbeck will continue to accept and service group contracts and events for later in the year. At this time, we fully expect to service all in-place group contracts from May, onward.

- All group organizers are asked that they determine in advance whether their own guests may attend.
- If you have any questions or concerns regarding your event we ask that you liaise directly with your primary point of contact here.

We are doing all that is prescribed, and more, to ensure that Troutbeck, its guests and its stellar team of professional service providers are cared for. In the meantime, we will continue to keep you abreast of any and all updates to our strategy on social media and our website. We invite you to please subscribe to our mailing list on our website.

Now more than ever we hope that you will find comfort and respite during your next visit to Troutbeck. We thank you for your confidence and look forward to seeing you.

Anthony L. Champalimaud

Managing Member

John B. Sheedy

Managing Director

Gabe McMackin

Executive Chef & Culinary
Director

Lindsay Baldwin

Director, Sales & Marketing

Joy Mulvey

Guest Relations Manager

Joan Williams

Housekeeping Manager

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