

November 13, 2020

What to expect whilst in residence at Troutbeck

Dear Guest,

We are eager for your arrival. Our team has worked diligently to recalibrate our services and protocols to either meet or exceed present-day guidelines intended to ensure our mutual wellbeing. Our long-established health and safety practices and protocols have been modified, augmented and, have informed changes to our service offering. What follows is a detailed overview of what to expect from check-in to check-out. We are already planning for your visit.

So that we best meet your needs we ask that you review this letter in full. Should you choose to book your stay with us you will receive a pre-arrival registration package which we ask that you return to us in good time. Guest services will be in touch with you prior to your arrival to confirm your preferences. Once we've firmed up your itinerary we will send it to you for final review prior to your arrival.

Check in: 4:00PM

- All guests are required to check-in at the Manor House.
- We will ask that you and your companion(s) please submit to a mandatory temperature check on check in. You are required to wear a mask in our public spaces.
- We trust that you, like we, have taken all reasonable and necessary precautions prior to your arrival.
- Should you or anyone travelling with you test above the acceptable limit, you will not be permitted to check-in. In such an event you will unfortunately forfeit your deposit in full. If you arrive together with friends under separate reservations neither party will be accepted to check-in. Please be sure to carefully monitor your health prior to confirming your visit with us.
- You will receive your sanitized guestroom key card and visual direction to your guestroom.
- We will confirm your itinerary and answer any initial questions you may have for us.
- Luggage service is suspended temporarily. You may be invited to leave your luggage in a convenient location while you park your car, as directed.

Housekeeping Services

- Your guestroom will have been thoroughly sanitized prior to your arrival using a medical grade fogging machine. Your room will be sealed prior to arrival.
- Turn-down services are suspended. However, housekeeping services are available upon request. Please schedule with the front desk. You will not be permitted to enter your guestroom while these services are performed.
- Guests staying with us for more than two nights will receive full linen services on the third day.

Food & Beverage Service

- New York State prohibits the serving of alcoholic beverage except when served with food. New York state requires that food must be substantial in portion size, akin to an appetizer or share portion.
- New York State prohibits restaurants and bars to be open after 10:00PM. At this time, last seating in the restaurant for dinner and beverage service is 8:00PM.
- For the time being, our food and beverage services are available to in-house guests and members only. Our exceptional culinary team, led by Chef Gabe McMackin, will carefully plan all of your meals with your unique dietary restrictions in mind.
- Our Breakfast is formulated by our team, reflecting Gabe's market selections and is accompanied by the great things that Ariel bakes. A la carte Lunch is available at the restaurant, on the terrace, or as a picnic to go, or a picnic at one of our riverside locations by arrangement. A Market Dinner is available, nightly, comprising of 3 to 4 courses formulated by our team.
- Unless weather dictates otherwise, breakfast, lunch and dinner may be served outdoors. We are now also permitted to offer indoor dining at 50% of our permitted occupancy.
- For in room dining, we ask that you complete the pre-order form provided in your pre-arrival packet to help us to meet your requests.
- Be sure to include your dietary restrictions, especially allergies and needs, but also particular likes and dislikes and we will keep these in mind when planning menus during your stay.
- Room service will be delivered within your preselected timeframe. Our staff will not enter your room but, rather notify you that they have left your tray at your door.

ACTIVITIES

- Outdoor activities are weather dependent. As you contemplate your visit please refer to the property map attached for orientation.
- Designated picnic sites are available on a reservation only basis. Should you choose to spend the day lounging riverside, you can order lunch from 12:00PM to 6:00PM from the restaurant and it will be delivered to your site.
- The Barns, our wellness facility offers studio classes, a full gym, treatment rooms and changing rooms on a reservation basis only.
- Saunas are not permitted for use under current New York state directives.
- Tennis and complimentary bicycles are available by reservation

Check-out

Hate to see you go. Your folio will be prepared the night before and emailed to you for review on your last morning with us. Please review it carefully as any additional charges will have been added. Kindly respond via email, call or visit reception with any questions or concerns. Any adjustments will be charged at check-out time.

Cancellation

Our customary cancellation policy is suspended for the time being. Your reservation may be cancelled up to 7 days prior to arrival, free of charge. Bookings made within 7 days of arrival will be charged in full. Should you cancel within the 7 day period, you will be charged 100% at the applicable rate per room night reserved. Given the nature of our preparations - well in advance of your arrival - there will be no exceptions to last-minute cancellations. That said, you should have plenty of flexibility beforehand to confirm your plans with us.

Incidentals

Happens all the time. Forgot my toothbrush, toothpaste, need more towels. All are available as usual. However, we ask that you please call reception for any incidental needs and, when ready, collect them from reception. Incidental items will not be delivered to your room.

Dependents

Children are required to adhere to all protocols in place including social distancing measures and the wearing of face coverings. Parents travelling with infants are asked to bring a travel cot, if one is required. For the time being we are not offering cots. Families can be accommodated in our suites and double king guestrooms, only.

Dogs are welcome only in our dog friendly guestrooms. With the exception of service dogs, pets are not permitted in the public areas.

Please be advised that:

- Public areas are marked with directional signage. Please be attentive when navigating the property. We have thought carefully about how best to maintain congestion-free circulation.
- Our public areas have been fitted with medical grade HEPA/UV filtration systems, and all guestrooms have operable windows.
- All staff members will wear face coverings. All guests are required to do the same when passing through our public spaces.
- Our reception will be manned 24 hours a day for the duration of your visit. Reception will have your itinerary at hand, can be reached by phone or via email at reception@troutbeck.com should you have any questions or requests.

We look forward to seeing you.

Updated: 11/06/2020

TROUTBECK GUEST OPERATIONS HAVE RESUMED.

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

Our region of NYS entered Phase IV as of July 7th. For more information on NYS phasing-in programs please visit: <https://forward.ny.gov/>

Note that Troutbeck services are restricted to overnight guests, Troutbeck members and member guests, only. We offer outdoor, indoor and in-room dining service in strict conformance with established protocols and State directives. Unfortunately, our restaurant and other services are closed to the public to ensure that we can continue to operate well within the guidelines and best practices prescribed by the State of New York.

Private gatherings of up to 50 are now permitted at Troutbeck, again, whilst conforming to in-place guidelines and best practices. Troutbeck offers the opportunity to groups to convene across a variety of indoor and outdoor venues which meet or exceed best practices. Please contact events@troutbeck.com for more information.

Please direct all reservation inquiries to reservations@troutbeck.com for the most up to date information and, to be placed on our priority waiting list.

NYS HAS ISSUED A TRAVEL ADVISORY REQUIRING ALL VISITORS FROM RESTRICTED STATES TO QUARANTINE UPON ARRIVAL FOR 14 DAYS.

For more information please visit coronavirus.health.ny.gov/covid-19-travel-advisory

It is the express responsibility of travelers from any restricted state to complete the following form upon arrival. <https://forms.ny.gov/s3/Welcome-to-New-York-State-Traveler-Health-Form>

Non-compliance may result in up to a \$2,000 fine.

Troutbeck closed to outside guests on March 16th in response to a nation-wide call to minimize opportunity for the COVID-19 virus to spread. Our leadership team has worked hard and within rigid parameters intended to guard the wellbeing of our employees and our community. We will continue, in all respects, to abide all NYS directives and the guidance of the CDC, FDA and local department of health.

While we are pleased to once again welcome guests to Troutbeck, we will be doing so on a limited basis until such time as guidance permits the broadening of our services.

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:

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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.

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.

All staff are required to submit to a temperature check before entering any building at the beginning of their workday. Further, staff are required to sign, daily, an affidavit attesting to their fitness, that they have neither themselves tested positive nor knowingly been in contact with anyone who has tested positive to the virus.

2. **Facilities Upgrades.** All of our public area HVAC systems have been upgraded to include HEPA and UV filtration. This highly effective medical grade filtration system is designed to eliminate 97%+ of all airborne contaminants. 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 replaced ahead of schedule.
3. **Daily Practices.** Surfaces throughout Troutbeck are cleaned and sanitized frequently. Our already vigilant housekeeping department has redoubled their efforts. Guestrooms are sealed prior to guest arrival once cleaned and sanitized.

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.

All food service items including dishes, glasses and utensils, are already washed at the extremely high temperature prescribed by the Department of Health. All kitchen staff wear masks, head coverings and gloves at all times.

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

4. **Staff Travel.** We have instituted a mandatory work-from-home policy for all managers when not on property. 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.
5. **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>.

6. **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.

7. **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.
8. **Hours of Operation.** Troutbeck leadership including event management, reservations, sales and marketing are all available during regular business hours. We are offering overnight accommodation, food & beverage services, and other attendant services seven days a week. However, Troutbeck services are available to overnight guests, groups with overnight accommodation and Troutbeck members only, until further notice.
9. **Group & Event Bookings.** Troutbeck will continue to accept and service private group contracts and private events of up to 50 guests which conform with NYS guidance and directives.

Therefore:

- 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 Partner

John B. Sheedy
Managing Director

Michael Moody
Director of Operations

Gabe McMackin
Executive Chef & Culinary
Director

Joy Mulvey
Guest Relations Manager

Allyson Papaccio
Director of Events

Kira Bill
Restaurant General Manager

Joan Williams
Housekeeping Manager

Michael Montesano
Chief Engineer