COVID-19 Marriott International Continent Customer Letter

Thank you for inquiring about the health and safety actions we have implemented at The Gaylord Rockies in response to the novel coronavirus (COVID-19) to ensure the hotel remains a comfortable and safe environment for our guests and associates. Please be assured that we have prepared and are implementing action plans to support your May 5th – May 10th Metal Building Contractors and Erectors Association 51st MBCEA Annual Conference.

At Gaylord Hotels, the well-being of every one of our customers and associates is of paramount importance. We take standards for hygiene and cleanliness extremely seriously, and are partnering closely with Ecolab, a global leader in infection prevention solutions with 97 years of experience, to ensure we are reinforcing appropriate health and safety measures addressing a broad spectrum of viruses including COVID-19. Additionally, we are following the guidance of the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO). As part of our action plans and daily cleaning procedures, we will remain focused on the following items:

- Promoting safety and well-being through awareness, training, and preventative actions that help prevent the spread of respiratory diseases.
- Using Ecolab approved disinfectant products and services identified by the American Chemistry Council Center for Biocide Chemistries (CBC) as EPA-Approved COVID-19 products.
- Implementing extra-stringent daily cleaning procedures throughout the resort, especially in high touchpoint areas.
- Placing additional antibacterial hand sanitizing stations throughout the resort in both guest and associate areas.

The coronavirus situation has required all of us to be more mindful as we go through our daily activities. Our hotel associates are expected to follow the CDC and WHO recommendations for everyday preventive actions to prevent the spread of respiratory diseases. We are encouraging our guests to do the same. These include:

- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Avoiding close contact with people who are sick
- Avoiding touching your eyes, nose, and mouth
- Covering your cough or sneeze with a tissue, then throwing the tissue in the trash
- Staying home when you are sick

Per the Centers for Disease Control and Prevention (CDC), the immediate risk of being exposed to the virus that causes COVID-19 is considered to be low. Our hotels are complying with
federal travel restrictions. **Currently, no federal restrictions are in place to prevent meetings and travel within the United States.**

Our relationship with you is important to us, and we will continue to take all steps necessary to support a healthy stay for your upcoming program. Our hotel and leadership teams are keeping a close watch on the latest developments related to COVID-19 and following the guidance of government and public health officials.

We thank you for your partnership and look forward to welcoming you and your attendees to the resort for a successful event. Please do not hesitate to reach out to me or your event manager if you have any questions or concerns.

Best regards,

Rick Medwedeff  
General Manager,  
The Gaylord Rockies Resort & Convention Center