

COVID-19 FAQ's

1. Cancellation Policy: For existing and new reservations, what is the Cancellation Policy?

To provide you with increased flexibility when travel planning, we are waiving our \$100 administrative cancellation fee for all leisure stays before July 1. Guests are invited to book their stay, knowing that you can cancel up to seven days before arrival, if needed. Guests with a doctor's note and/or state travel restrictions may cancel without penalty up to 24 hours prior to arrival.

2. Beach: Will I be able to use the beach during my stay?

Rhode Island's beaches have reopened. Ocean House is implementing a plan to ensure bliss-filled beach days this summer, with thorough cleaning and social distancing measures. Beach seating will be configured to allow for social distancing between groups of guests, with groups limited in size. Beach furniture will be sanitized at least three times a day.

3. Food & Beverage: What onsite dining will be available this summer?

This summer, our expanded culinary offerings will set the stage for diverse, inventive and safe dining experiences throughout your stay.

In our restaurants, tables will be spaced based on social distancing guidelines. Enhanced food and beverage safety guidelines will be implemented. A "fast-casual" style food option with a pick-up window will be introduced to minimize interaction. In-room dining menus will be offered, and a family-style platter menu can be delivered anywhere on property (e.g., beach cabana, table on lawn, suite terrace, etc.).

Interactive outdoor food experiences will delight guests, from Weekapaug Inn's magical open-air Pondhouse Pavilion featuring Louis Roederer Champagne, to The Taco Shack featuring Tito's Vodka set to launch beachside at Ocean House. For the ultimate in-room luxury, Ocean House will unveil the exclusive BarMobile, a craft cocktail cart, offering evening craft cocktails and complimentary canapes delivered right to your door.

4. Fitness & Spa: Will the Fitness Center, Spa and Pool be open?

The OH! Spa and fitness center will be open. We are taking the following new safety measures in the OH! Spa: Associates and therapists will wear masks, and will change apparel after each guest treatment; There will be increased time between spa treatments to allow for in-depth sanitizing of treatment room; Each area will be deep-cleaned frequently; and social distancing will be observed. We will also unveil creative alternatives such as in-room spa services, and outdoor guided fitness classes. Pool reopening date will be determined by CDC and state government guidelines.

COVID-19 FAQ'S *continued*

5. Activities: What recreational activities will be offered onsite?

Ocean House Management Collection is known for our immersive recreational experiences on land, and offshore. From culinary education through our Wine & Culinary Arts program, to croquet clinics, art classes, cultural events, and more, we will continue to offer programming throughout the summer while enforcing CDC and state social distancing guidelines.

Partake in wine tastings and culinary classes with a limited sized group, or book a private chef session. Take a private croquet class at Ocean House, or schedule a nature excursion on the pond with Naturalist Mark Bullinger at Weekapaug Inn. Ocean House also offers four distinct boats for chartering, including an Andreyale 33, Dandy, which provides the ideal atmosphere for half- or full-day charters, cocktail or dinner cruises.

Advance reservations will be required for all activities and excursions.

6. Safety/Wellbeing: What safety measures will be implemented for guests?

Ocean House Management Collection's first priority is the health and safety of our guests and associates. As such, we have been referring to CDC guidelines and consulting with leading authorities in health and epidemiology, including Dr. David Lucas, Director of Research Administration in the Department of Immunology at Harvard Medical School. Our new standard of clean, *OH Well*, will be even more extensive than our previous Forbes Five-Star pristine cleanliness standards. The *OH Well* program encompasses every guest touch point from arrival through departure. Highlights include:

- Public areas will be regularly deep cleaned, and hotel interiors / exteriors will be cleaned with high grade EPA registered disinfectants.
- Hand sanitizing stations will be located throughout the properties.
- When possible, hotel rooms and suites will be left empty for 24 hours between check out and check in.
- The Molekule, a medical grade air purifier proven to destroy airborne viruses and bacteria, will be placed in all guest rooms.
- Guests will choose their housekeeping service preference, ranging from daily full service, to daily drop off of terry and linens.
- Culinary venue adjustments will include spacing tables six feet apart in our restaurants, one-time use menus, a new "fast-casual" to-go pick-up window offering, and new food delivery options.
- Expedited check-in process with minimal contact, and curated departure times to ensure safety and speed.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death.

By visiting this hotel you voluntarily assume all risks related to exposure to COVID-19.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities.

COVID-19 FAQ'S *continued*

7. Events: Will you still host summer events, such as the Beach Ball, for guests and the community?

We are developing a revised summer events calendar based on the latest government regulations for capacity allowances. Guidelines are currently evolving, so please refer to our events website that will be kept updated on our summer line-up at www.oceanhouseevents.com

8. Specials: Are you offering any specials or discounts if I book a stay this summer?

Experience the start of the summer season at Ocean House for added savings. Guests who stay at Ocean House and Weekapaug Inn three or more nights in June 2020, will receive a complimentary night for a return stay in November or December 2020 (Sunday through Thursday). Restrictions apply.

This summer, Ocean House and Weekapaug Inn are addressing travel restrictions by adding even more special services, complimentary activities, and culinary options to ensure an enjoyable and safe escape. Our guests will not incur further costs as a result of these additional measures.

9. Day Visitors: Can I visit restaurants and facilities for the day if I'm not an overnight guest?

Yes, we look forward to welcoming our community and daytime visitors to our restaurants and facilities at Ocean House and Weekapaug Inn. In order to maintain safety guidelines, all restaurants will require reservations. Walk-ins will not be guaranteed seating. Similarly, if you'd like to book a spa treatment, onsite class or activity, please call to reserve at least 24 hours in advance.

10. What additional protective measures are you taking?

Currently, Rhode Island government is mandating that face coverings are to be worn in public spaces. This is subject to change and we will update our policies to follow suit. Disposable face masks and gloves are available upon request.

Each of our hotel associates are completing a COVID-19 Nurse Training Certification Course. They will take their temperature in advance of arriving, and will wear masks and gloves while on property.