

# Welcoming you like family

# Safety + Well-Being



At Loews Hotels & Co the safety and well-being of our guests, team members and communities is always a top-priority. We understand the concerns you have when you travel, and want to remind our customers of the continuous efforts we make on a daily basis and measures we have added, to provide a welcoming and clean environment at our hotels.

In times like these we are reminded of the Loews Hotels & Co Service Promise: ***“We stay relevant to changing times and places; to provide an experience that is authentically local and genuinely delivered, all so our guests can relax, explore, and flourish.”***

As a smaller Brand with 26 hotels we are able to quickly adapt our guidelines based on guidance from the U.S. Centers for Disease Control and Prevention (CDC) and local authorities. We continue to pivot and shift whenever and wherever necessary, providing training for team members, focusing on delivering and executing company protocols, along with arming them with information to better their own health and well-being, which enables them to be informed, empowered and intuitive in their personalized service delivery.

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## WELL Healthy-Safety Rating

We are one of the first hospitality brands to receive the WELL Health-Safety Rating for Facility Operations and Management through the International WELL Building Institute (IWBI), the global authority on healthy buildings.

The WELL Health-Safety Rating is an evidence-based, third-party verified assessment for new and existing buildings reviewing operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post-COVID-19 climate. This milestone achievement across the portfolio, with the exception of hotels in Orlando, which are part of the Universal Orlando Resort, further demonstrates our commitment to creating environments that promote the well-being of guests, team members and neighbors while upholding the highest standards of health and safety.

In order to obtain the WELL Health-Safety Rating, each of our buildings met criteria focused on cleaning and sanitization procedures, emergency preparedness programs, health services, air and water quality management, stakeholder communications promoting health and wellness, and innovation inclusive of enhanced ventilation and particle filtration. Properties prominently showcase a visible seal to affirm the buildings are WELL Health-Safety Rated and validated by Green Business Certification Inc. (GBCI), most recognized for third-party credentialing and verification for the LEED green building program.

This rating further revitalizes our core message of “Welcoming You like Family” which captures Loews’ differentiating ability to create an experience that allows travelers to feel safe, protected and cared for just as they would at home, or when visiting family, as illustrated through authentic, unscripted service and enhanced safety and well-being protocols.



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## Masks/Face Coverings

In lobbies and elevators where physical distancing is not possible, masks/face coverings will be required, regardless of vaccination status. Vaccinated guests will be able to choose to remove their mask/face covering in other areas of the hotel. Those that are not yet vaccinated are asked to please continue to wear a mask/face covering, based on the CDC guidelines, except where required by federal, state, local, tribal, or territorial laws, rules and regulations, including local business and workplace guidance. All of our team members will continue to wear a mask/face covering.



## Cleaning Standards

As a company, our everyday standards include cleaning guestrooms, meeting rooms, outlets, corridors and public areas with a Peroxide Multi Surface Cleaner and Disinfectant, an EPA approved product effective against emerging viral pathogens including COVID-19. The process includes the frequent cleaning of “high touch areas” such as telephones, remote controls, door handles, light switches, elevators and table tops, among others. We work with Ecolab, a company that provides complete consultation, cleaning solutions, guidance, training and on-site inspections to help ensure our operations are safe. Given the current environment, we are even more focused and committed to the enforcement of these standards. We continuously evaluate and look at new cleaning products and applications.



## Housekeeping Your Way

In times like these, your comfort is our focus. This means that housekeeping is ultimately up to you. When you check-in, the front desk team will let you know what options are available at that specific property. You may decide to not have service, or allow us to do some daily tidying up. Regardless, we are happy to provide fresh linens, towels and/or bath amenities, dropped right at your guest room door in a sealed bag.

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## Chat Your Service

Looking to communicate directly without being face to face, Chat Your Service is one of our Branded programs, a hotel-wide texting service that puts you in control of the little details that will make your stay complete. Just send us a text from your own mobile device ask for recommendations, request housekeeping service, extra towels or extra hangers.