



COVID-19
RESPONSE PLAN
MEETINGS & CONFERENCES



A LETTER FROM OUR PRESIDENT

Thank you for choosing Oglebay for your upcoming meeting. We sincerely appreciate your loyalty and flexibility as we navigate these unprecedented times together. Your business is not only vital to supporting this incredible property, which has proudly welcomed guests for more than 90 years, but it also supports our incredible team of associates who are committed to delivering an outstanding experience despite our current limitations.

In response to COVID-19, Oglebay has instituted a variety of new policies and procedures designed to protect the health and safety of our guests and associates. In accordance with best practices set forth by our regional and national government officials and industry partners, each department across the resort has put a significant amount of time and consideration into the enclosed policies.

While Oglebay and its associates are committed to doing our part, we also ask that our guests assist us in providing a safe and enjoyable experience for all visitors. To that end, we ask that groups please comply with the guidelines posted throughout the property and any verbal direction provided by our associates during your stay. Please be mindful of the personal space of other guests and associates by following the recommended social distancing guidelines of six feet and utilizing the various hand sanitizing stations strategically placed throughout the property. By doing our part, together we can create a safe and enjoyable experience for everyone.

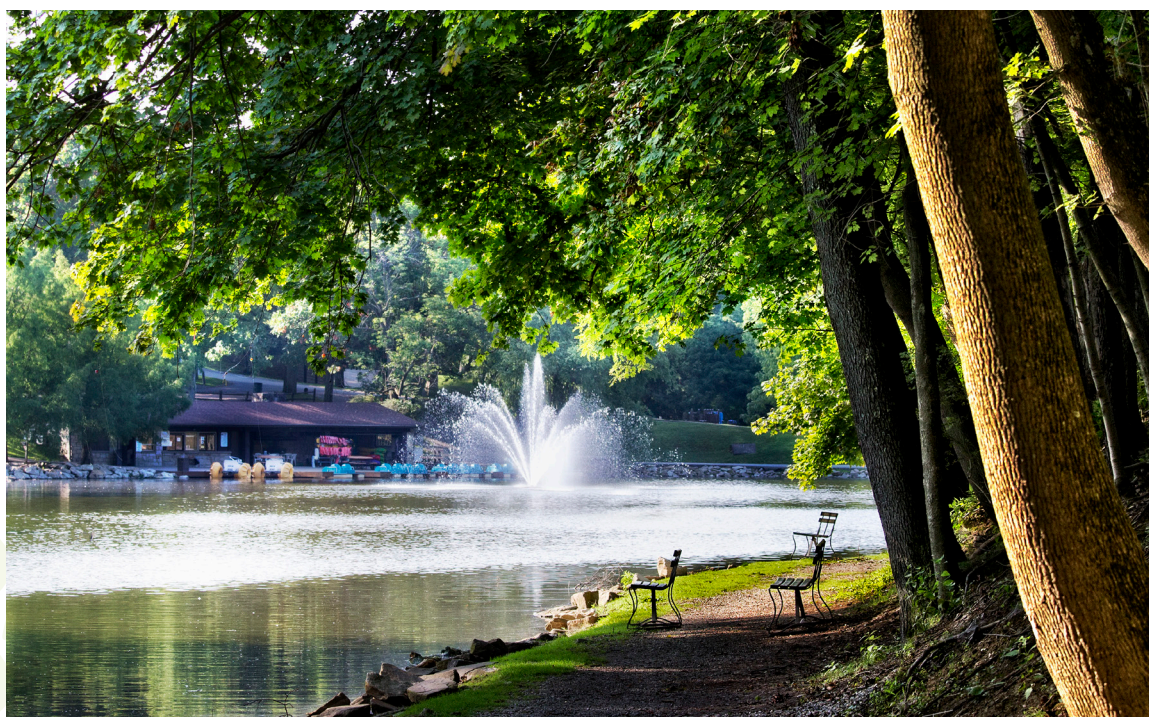
Thank you, once again, for your support during these unprecedented times. Please know that we are truly grateful for your business, and we look forward to welcoming you to Oglebay. Should you have any questions or need assistance during your stay, our outstanding associates will be happy to assist you.

Sincerely,

David Lindelow

President & CEO

Wheeling Park Commission



OUR COVID-19 RESPONSE PLAN

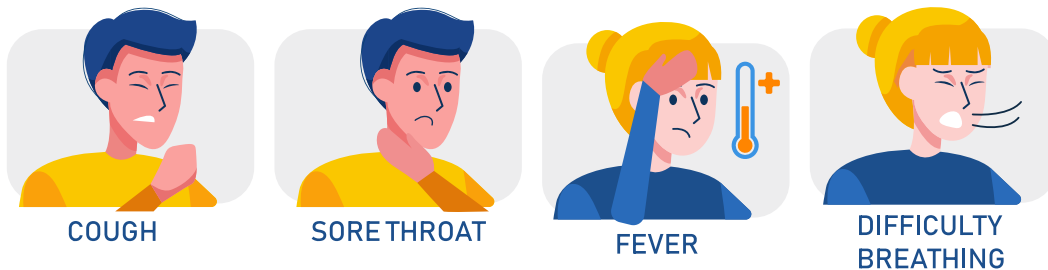
Responsibilities of Oglebay Associates

- Frequent hand washing.
- Complete COVID-19 training.
- Wear Personal Protective Equipment (PPE) during shift.
- Temperatures taken prior to each shift.
- Remain at home if any symptoms of COVID-19 are exhibited or if the associate has been in contact with anyone who has tested positive.

Responsibilities of Oglebay Guests

Oglebay asks that you please reschedule your visit if any of the following are true for any member of your party:

- If you are experiencing any symptoms of COVID-19 or running a fever, please take your temperature prior to departing for the resort. Please seek medical attention and contact us to reschedule your visit.



- You have been exposed to someone who has tested positive for COVID-19 in the last 14 days.
- You have a compromised immune system or are considered “high risk.”
- You are not willing to cooperate with the new requirements put in place by health officials and the Oglebay team.

Oglebay will ensure that its associates are properly instructed and trained to maintain a fully sanitized surrounding for our guests. Surfaces and objects will be sanitized continuously or after each use. Every associate will have his or her temperature checked prior to each shift. Associates will wear masks and gloves as required.

To help us maintain a safe and sanitized environment, we ask that our guests observe the following courtesies:

- Keep a safe distance at all times when in line or waiting.
- Masks are highly encouraged in public areas and gloves can be worn if desired.
- Wipe down doorknobs and other surfaces or objects before touching (if not certain).
- Sanitize hands prior to entering restaurants, spa, and other park activities.
- Only one person should occupy an elevator at a time, unless staying in the same room.
- Avoid shaking hands or engaging in any unnecessary physical contact.



GUEST SERVICES

- Our associates will be wearing masks and gloves.
- Doors may be propped open to reduce the number of hands touching the handles.
- Doorman will be wearing masks and gloves, and will disinfect your luggage handles before handling.
- There will be health and hygiene reminders posted throughout the property (including back-of-house) to remind guests and associates of the proper way to wear, handle and dispose of masks, gloves and other personal protective equipment (PPE). Signage will also remind guests and associates of the recommended way to wash hands, sneeze and to avoid touching their faces.
- Guest elevator buttons and handrails will be cleaned continuously.
- Only one person should occupy an elevator at a time, unless members of the same family or staying in the same room.



FRONT OFFICE AND FRONT DESK

- Agents will utilize every other workstation to ensure separation between associates. This will also help groups of guests be separated as much as possible.
- Front Desk area and any other area that normally forms a queue will be clearly marked for appropriate physical distancing.
- All guest touch points will be sanitized after each transaction including EMV Credit Card Devices, pens and registration countertops.
- Room keys will be sanitized before and after each use.
- Offices, Call Centers, Registration Desks will be deep cleaned and sanitized upon a shift change.
- Avoid shaking hands or engaging in any unnecessary physical contact.

PREVENTING COVID-19



WASH YOUR HANDS



USE MASKS



CLEAN AND DISINFECT



AVOID CLOSE CONTACT



HOUSEKEEPING

In accordance with the American Hotel & Lodging Association’s new Safe Stay initiative, we have instituted a number of additions to our cleaning regimen designed to set an even higher standard of cleanliness for the property.



- Oglebay will continue to use cleaning products and protocols which meet EPA guidelines and are proven effective against viruses, bacteria and other airborne and bloodborne pathogens.
- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, ATMs, handrails, elevator buttons, doorknobs and handles, hard surfaces (table tops, counters, etc.) and soft seating (couches, chairs, etc.).
- Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including doorknobs, handles, thermostats, light switches, phones, hard surfaces (table tops, counters, etc.), hairdryer, iron, TV remote control, Keurig Coffee Maker and soft seating (couches, chairs, etc.).
- Carts, trolleys and other equipment will be sanitized at the beginning and end of each shift.
- Associates are expected to minimize contact with guests while cleaning guest rooms.
- Decorative pillows and bed scarf will be removed from all guest rooms.
- Door seals will be placed on the door jamb of every guest room after sanitation.

10 High-Touch, Deep Clean Areas in the Guest Room



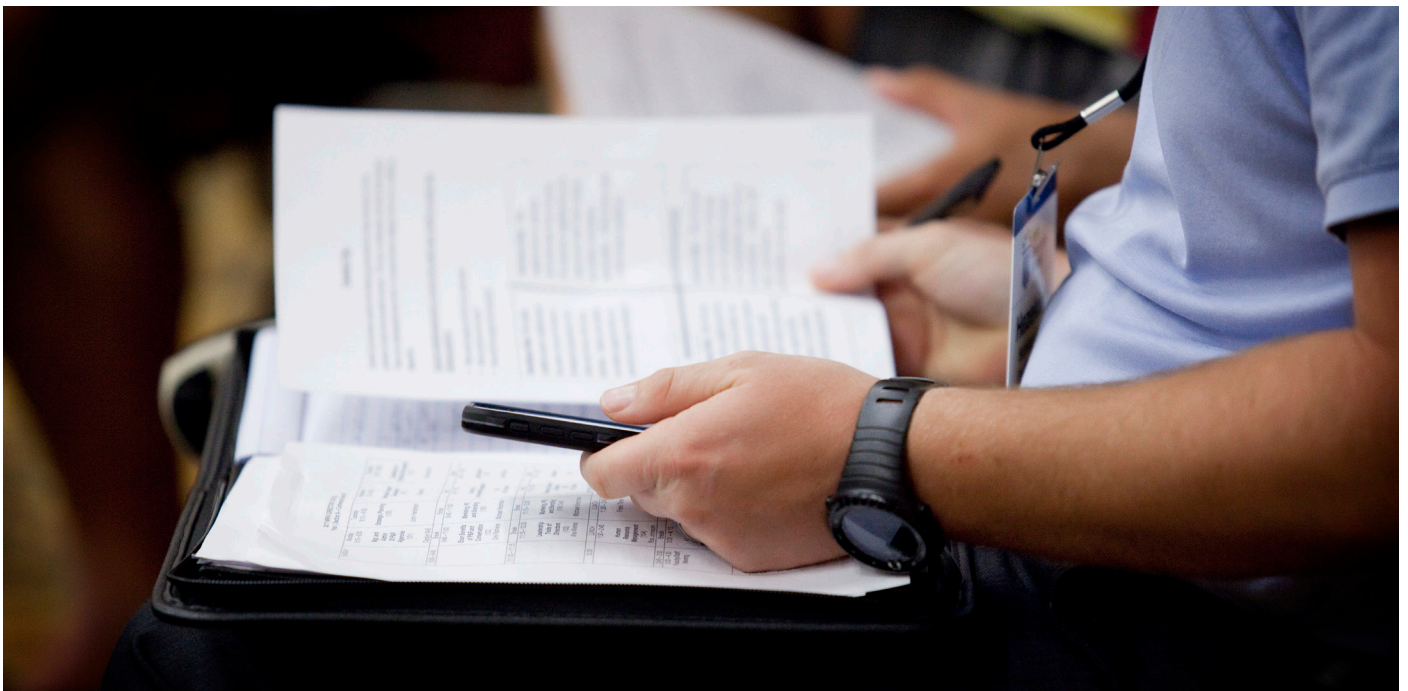
- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

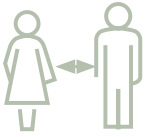




BANQUETS AND MEETING FACILITIES

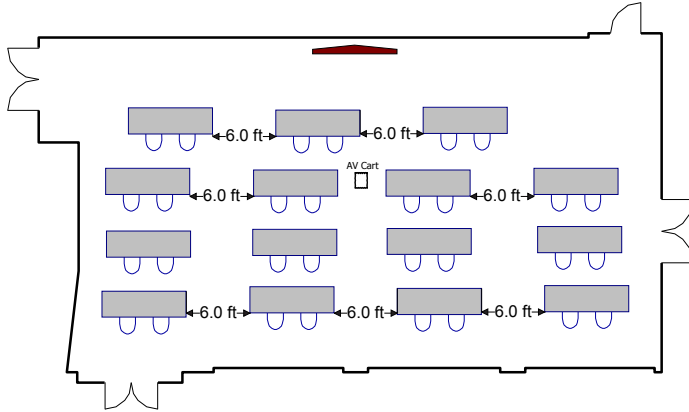
- Meeting rooms will be sanitized daily with cleaning products which meet EPA guidelines and are proven effective against viruses, bacteria and other airborne and bloodborne pathogens, with specific emphasis on high-touch surfaces including tables, chairs, door handles, etc.
- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- All food and beverage items to be individually plated or served.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual packets or sanitized individual containers.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Modified menus will be created to showcase styles of service and items currently available.
- Conference room doors, tables, chairs, light switch and other equipment to be sanitized after each group use.
- Site inspections and meetings will be done virtually and/or appropriately physically distanced.
- Post signage throughout the meeting space reminding guests of appropriate physical distancing guidelines.





SOCIALLY-DISTANCED SEATING ARRANGEMENTS

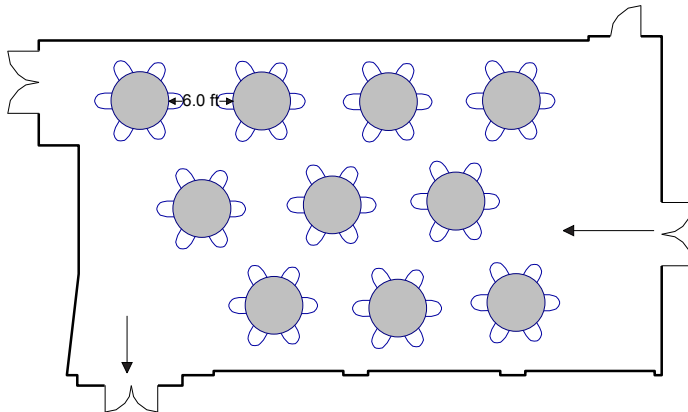
In accordance with CDC guidelines on social distancing, we have developed new seating configurations for meetings and conferences which include at least six feet between guests. For more information regarding socially-distanced meeting room floor plans, please call our sales department at 304-243-4060.



Fort Henry Room

Option 1- Seats 27

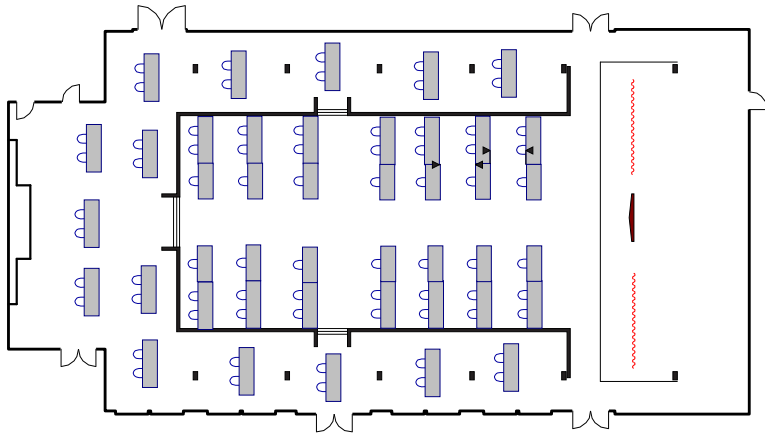
The following socially-distanced class room plan accommodates up to 27 guests.



Option 2 - Seats 60

The following socially-distanced floor plan accommodates up to 60 guests at round tables.

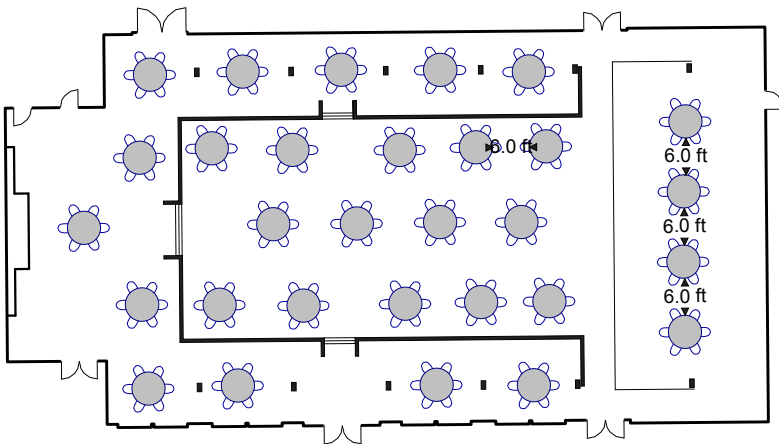




Glessner Auditorium

Option 1- Seats 72

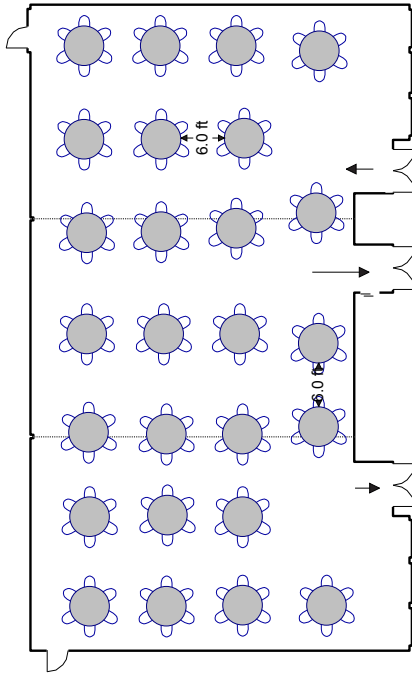
The following socially-distanced floor plan accommodates up to 72 guests.



Option 2- Seats 180

The following socially-distanced floor plan accommodates up to 180 guests at round tables.

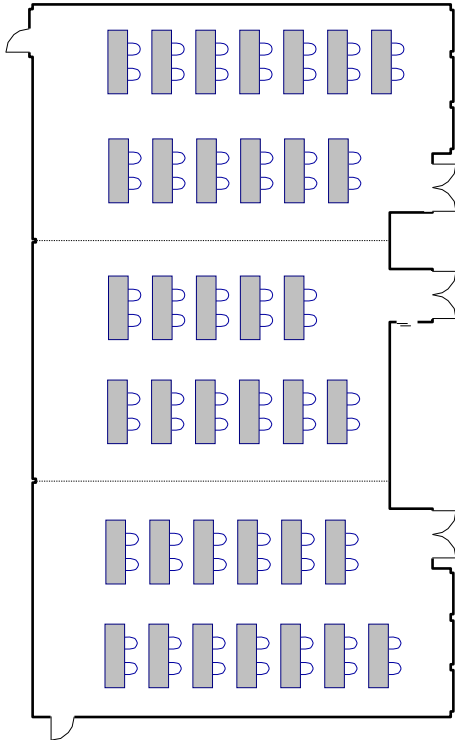




Banquet View Rooms

Option 1 - Seats 156

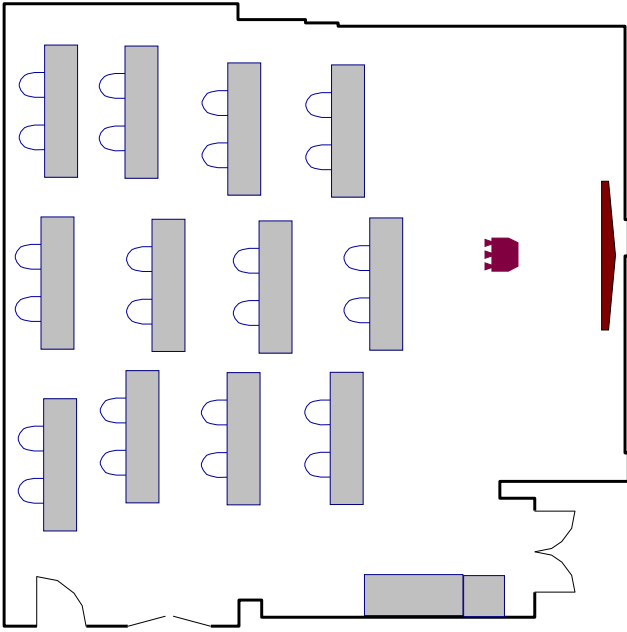
The following socially-distanced floor plan accommodates up to 156 guests at round tables.



Option 2 - Seats 74

The following socially-distanced classroom floor plan accommodates up to 74 guests.

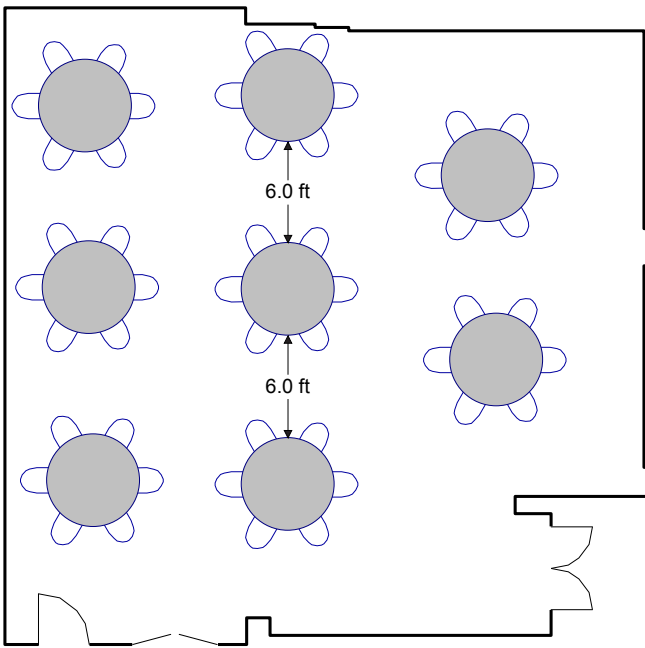




Terrace Room

Option 1- Seats 24

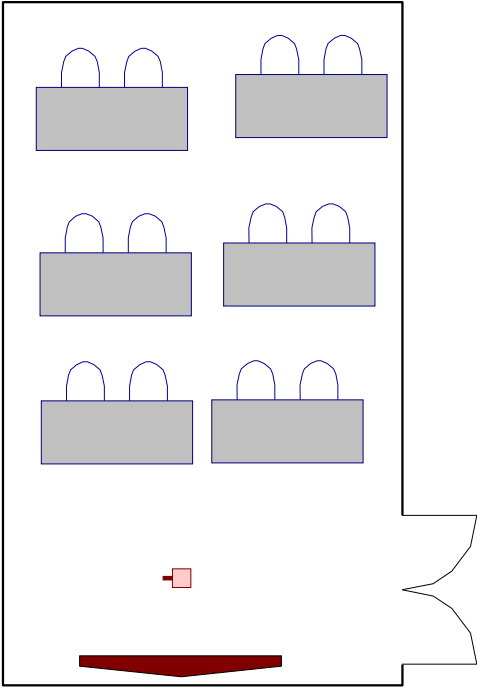
The following socially-distanced floor plan accommodates up to 24 guests.



Option 2- Seats 48

The following socially-distanced floor plan accommodates up to 48 guests at round tables.

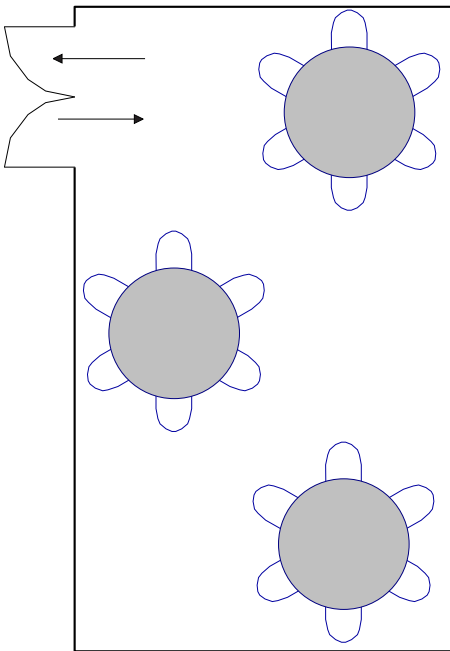




Conference Room #4

Option 1- Seats 12

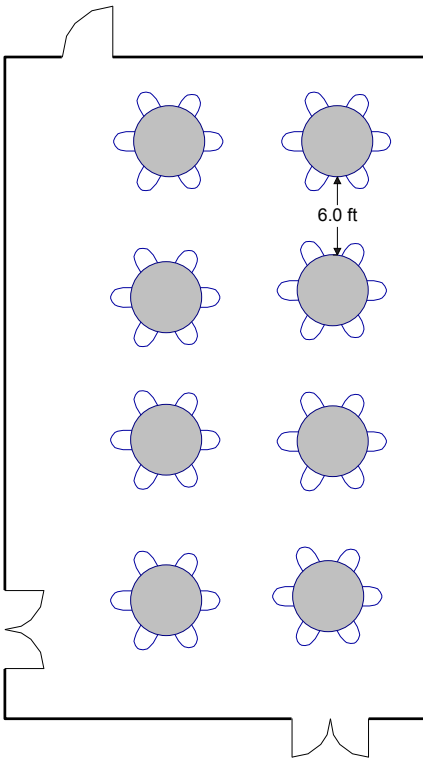
The following socially-distanced classroom floor plan accommodates up to 12 guests.



Option 2- Seats 18

The following socially-distanced floor plan accommodates up to 18 guests at round tables.

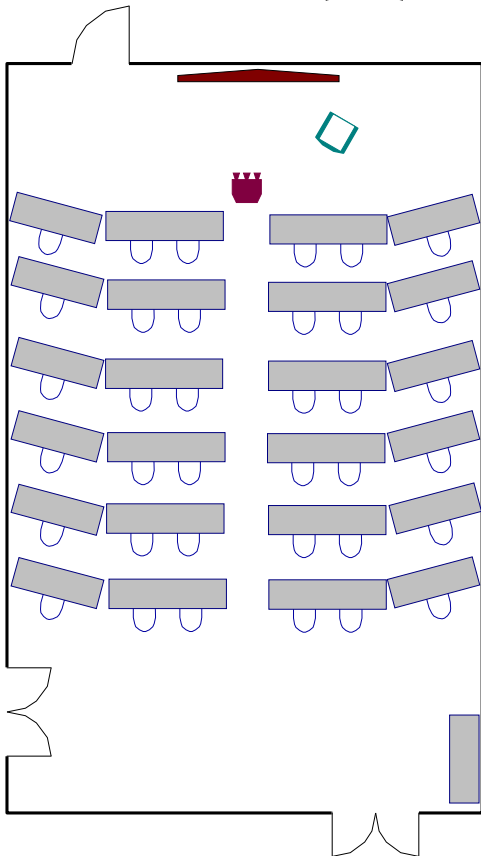




Conference Room #5

Option 1- Seats 48

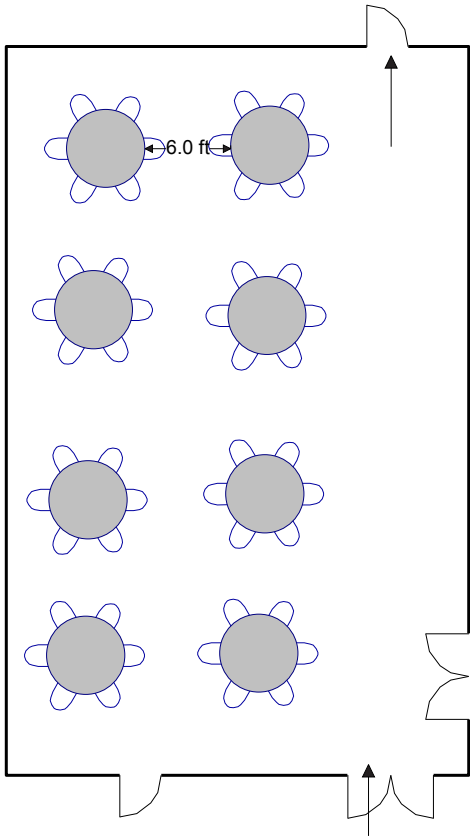
The following socially-distanced floor plan accommodates up to 48 guests at round tables.



Option 2- Seats 36

The following socially-distanced floor plan accommodates up to 36 guests.

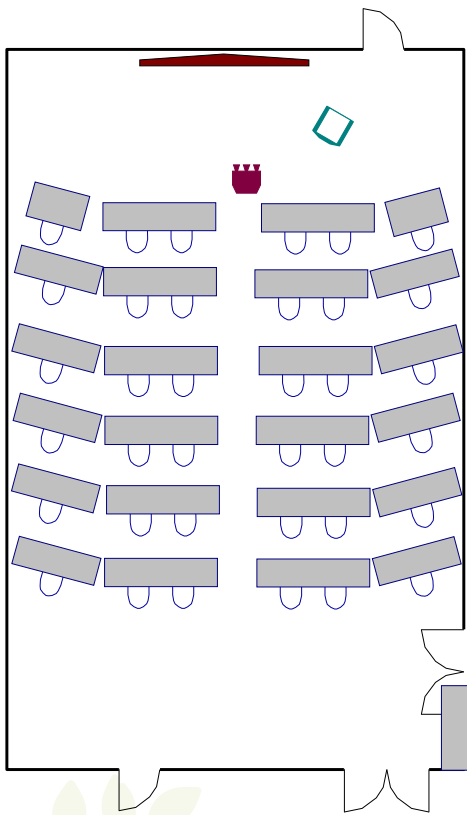




Conference Room #6

Option 1- Seats 48

The following socially-distanced floor plan accommodates up to 48 guests at round tables.



Option 2- Seats 36

The following socially-distanced floor plan accommodates up to 36 guests.





FOOD & BEVERAGE

In accordance with guidance provided by the National Restaurant Association, Food and Drug Administration and Conference for Food Protection, we have strengthened our food and beverage protocols to ensure the safety of our guests and associates.



- Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table.
- All restaurants will continue to use cleaning products and protocols which meet EPA guidelines and are proven effective against viruses, bacteria and other airborne and bloodborne pathogens.
- Associates are to wear cloth or disposable face coverings at all times.
- Host/Hostess podiums to be sanitized at least once per hour.
- Peak period queuing procedures to be implemented when guests are not able to be seated immediately.
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party.
- Groups of guests traveling together may be seated at tables accommodating up to six guests.
- No patrons are permitted to sit or stand at the bar.
- Restaurants will be limited to 50 percent occupancy.
- Reservations taken with physical distancing in mind and restaurants reduced capacity.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour.
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables and chairs to be sanitized before and after each use.
- Condiments to be served in single use container.
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use.
- Single-use menus will be disposed of after each use.
- Food preparation stations to be sanitized at least once per hour.
- Kitchens to be deep cleaned and sanitized at least once per day.
- All straws to be wrapped and given to the guests to open.
- Flatware to be provided as a roll-up.
- Disposable plates will be used for all dining.
- All hot beverages will be served in disposable cups and soft beverages will be served in cans, bottles or plastic cups.
- All beer will be served in its original container (bottle or can) or plastic cups.
- Wine will be served in plastic cups.
- Breakfast buffets will be staffed and served by culinary associates and protective sneeze guards will be utilized.



THE WEST SPA

In accordance with guidance provided by WV Board of Barbers and Cosmetologists and the International Spa Association, we have strengthened our spa protocols to ensure the safety of our guests and associates.



NAIL SERVICES

- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including but not limited to door handles, check-in desk, nail service area, etc.
- All spa associates will be required to wear masks.
- All spa associates are to sanitize their hands and equipment before and after each appointment.
- Guests experiencing any symptoms of COVID-19 or who have been in contact with anyone who has tested positive should stay home.
- Guests are encouraged to wear face coverings and sanitize hands prior to entering the spa.
- Upon arrival, guests must check in by calling 304-243-4130 from your car. A spa associate will notify you when your service provider is ready.
- Guests should leave all personal belongings in their vehicle.
- Nail services offered by appointment only. Appointments may be booked by calling 304-243-4130.

MASSAGE SERVICES (WHEN GUIDELINES ALLOW FOR REOPENING)

- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including but not limited to door handles, check-in desk, treatment rooms, etc.
- All spa associates are to sanitize their hands and equipment before and after each appointment.
- All spa associates will be required to wear masks.
- All guests will be required to have their temperature taken prior to entering the spa.
- Guests experiencing any symptoms of COVID-19 or who have been in contact with anyone who has tested positive are asked to reschedule.
- Spa will observe reduced capacity guidelines and provide extended time between appointments to allow for additional cleaning measures.
- Furniture will be rearranged in the relaxation areas to accommodate social distancing. A maximum of four guests will be permitted in the relaxation room at one time.
- Women's locker room will be limited to two guests at one time. Men's locker room will be limited to one guest.
- Use of locker room showers will be suspended until further notice.
- Spa services will be available by appointment only. Appointments may be booked by calling 304-243-4130.



FITNESS CENTER (WHEN GUIDELINES ALLOW FOR REOPENING)

- Machines will be sanitized after each use, and high-touch areas will be sanitized throughout the day.



GOLF

- Golf carts to be sanitized before each round.
- Rental clubs to be sanitized before each round.
- Payment will be accepted at the rear walk-up window at the Speidel Golf Clubhouse.
- Employees to wash hands or sanitize hands after touching any guest equipment.
- One player per cart unless living in same household and/or following updates on guidance from local authorities.
- Addition of inserts into golf hole cups to allow easy removal of balls.
- Practice facility hitting areas to be at least six feet apart.
- Range baskets to be sanitized before and after each usage.
- Sand and seed bottles removed from carts and rakes removed from bunkers.
- Golfers may not congregate around Clubhouse or parking lot.
- Guests should refer to the COVID-19 policies posted in each golf cart.



ACTIVITIES

- Associates who assist with guest activities will take extra precautions to ensure appropriate social distancing of six feet, and all group activities will be limited to 25 guests or less.



INDOOR AND OUTDOOR POOLS (WHEN GUIDELINES ALLOW FOR REOPENING)

- Lounge chairs to be sanitized after each use.
- Lifeguard and host/hostess stands to be sanitized once per hour.
- Proper social distancing guidelines will be observed.



RETAIL SHOPS

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change.
- Sanitize handles, knobs and stock room surfaces at least once per hour.
- Signage will be prominently posted in the shop corridor and in select stores reminding guests of maximum occupancies and distancing guidelines.
- Guest occupancy limits will be enforced to allow for appropriate distancing at all retail spaces.



