

## **A Review of VI's Enhanced Safety Procedures:**

VI's top priority continues to be ensuring the health and safety of our members, guests and staff. At VI managed resorts, we increased our high standards of cleanliness using certified sanitization products and have staff perform additional cleaning focused on high-touch areas. Here are some of the changes you will see:

### **At the time of arrival and departure:**

We encourage you to [use web check-in](#) at VI managed resorts. Use the link in the email sent to you 24 hours prior to your arrival.

- Plexi-glass screens are placed at most check-in desks
- Social distancing markers are in the lobby area
- Our Front Desk team members are wearing masks, as jurisdictions mandate
- Guests are asked to swipe their credit card for authorization
- iPad's and other high touch areas are cleaned after each use
- Upon departure we encourage you to [submit the Your Opinion Counts \(YOC\) survey online](#) also. Use the link in the email sent to you around the time of departure

### **In your condominium:**

- We've scaled down the printed material, including magazines, in the rooms. We encourage you to use the QR codes at each resort to access onsite information, including the resort brochure.
- Increased focus on cleaning high-touch areas by the housekeeping staff
- The staff will not enter your unit during your stay, except for requested maintenance issues/repairs

### **To encourage Social Distancing, safety and health:**

- Signs reminding everyone to practice social distancing
- Chairs and furniture in common areas are arranged per social distancing guidelines
- Additional cleaning is focused on high-touch and hard surfaces in all common areas

### **Rules for Pool, Hot Tub and Fitness Areas (in compliance with local ordinances):**

- Pool lounge furniture is arranged per social distancing guidelines
- Additional cleaning and monitoring of Fitness Centers by staff focused on high-touch and hard surface areas, along with sanitizing spray available for guests to sanitize equipment before and after use
- A smaller maximum capacity set and posted for our Fitness Centers, where mandated

### **Rules for our Restaurants (in compliance with local ordinances):**

- Tables and chairs are arranged in both restaurants and bars, per social distancing guidelines
- A smaller maximum capacity is set and posted
- All food and beverage staff are required to wear face mask
- All self-serve breakfast is discontinued

### **In General:**

- Additional and extensive maintenance inspections of all common areas and in-room
- Safety committee meetings focused on staying up to date with all new safe work practices
- Employees receive additional training in compliance with OSHA guidelines
- Frequent review of emergency procedures
- We continue to closely monitor our team members health

Resort management continues to monitor guidelines and update the procedures, as needed.