

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 leisure stays this fall. 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. Food & Beverage: What onsite dining is available?

This fall and winter, our expanded culinary offerings set the stage for inventive and safe dining experiences throughout your stay. In our restaurants, tables are spaced based on social distancing guidelines. Enhanced food and beverage safety protocols have been implemented. In-room dining menus are offered, and a family-style platter menu can be delivered anywhere on property (e.g., table on lawn, suite terrace, etc.).

For the ultimate in-room luxury, Ocean House offers an exclusive BarMobile, a craft cocktail cart, offering evening cocktails and complimentary canapes delivered right to your door. Private dining can be booked in the privacy of the Center for Wine & Culinary Arts (CWCA) or in your suite or cottage.

Interactive outdoor food adventures are available to delight guests:

- **Fondue Village:** The luxurious private dining experience now offers a reimagined autumn harvest Alpine menu for a three-course lunch or dinner, paired with Veuve Clicquot champagnes. The Fondue Village will then switch to its winter décor and après ski menu, November 27 through March 31, 2021.
- **Maker's Mark Hobbit House:** Just 30 minutes away at Preserve Sporting Club & Residences, the Maker's Mark Hobbit House is a one-of-a-kind private dining experience with an upscale grilled menu and fine bourbon pairings. Guests enjoy a multi-course feast with Maker's Mark handmade bourbons in a magical setting.
- **Festive Films on the Pond:** Weekapaug Inn's exclusive new Christmas cinema experience provides upscale amenities and gourmet TV dinners, presented poolside. During weekends through mid-December, cozy up to watch Christmas classics while feasting on truffle popcorn, and TV dinner-style bento boxes with entrées such as Tagliatelle with Oxtail, Chanterelle and Mascarpone, or Baked Lobster Mac and Cheese.

3. Food & Beverage: Can I enjoy Ocean House and Weekapaug Inn cuisine at home?

Now you can. Weekapaug Inn has introduced a To Go pickup lunch and dinner menu, available via ChowNow.com. Enjoy dishes from the Brasserie menu, including starters, soups, entrées, sandwiches and desserts. A selection of red, white, rosé and sparkling wines can be added to your order.

Thanksgiving at Home: Ocean House and Weekapaug Inn are each offering a traditional Thanksgiving feast available for easy delivery or pickup. Our culinary experts will prepare a memorable meal, including salads, appetizers, traditional main courses, seasonal sides, plus a selection of delectable desserts. Each four-person order includes a complimentary bottle of cabernet sauvignon or chardonnay.

A Christmas at Home menu will also be available this holiday season.

COVID-19 FAQ'S *continued*

4. Fitness & Spa: Is the Fitness Center, OH! Spa and Pool open?

The OH! Spa, fitness center and pool is open. We are taking the following safety measures in the OH! Spa: Associates and therapists wear masks, and change apparel after each guest treatment; There is increased time between spa treatments to allow for in-depth sanitizing of treatment room; Each area is deep-cleaned frequently; and social distancing is observed. We have also unveiled creative alternatives such as in-room spa services, and outdoor guided fitness classes. Capacity requirements are aligned with CDC and state government guidelines.

5. Activities: What recreational activities are offered onsite?

Ocean House Management Collection is known for our immersive recreational experiences. From culinary education through our Wine & Culinary Arts program, to art classes, cultural events, and more, we will continue to offer programming 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. Schedule a nature excursion on the pond with our Naturalist at Weekapaug Inn, or sign up for our new off-road beach excursion in our Jeep Wrangler Unlimited. Nearby Preserve Sporting Club offers an exciting selection of immersive country pursuits throughout the fall and winter, from fly-fishing to snowshoeing, sporting clays and indoor shooting at The Range.

Advance reservations will be required for all activities and excursions.

6. Beach: Will I be able to access the beach during my stay?

Rhode Island's beaches are open throughout the year. Fall and winter are ideal seasons to take a peaceful walk along our beach.

7. Safety/Wellbeing: What safety measures are in place 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, is 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 are regularly deep cleaned, and hotel interiors/exterior are cleaned with high grade EPA registered disinfectants.
- Hand sanitizing stations are located throughout the properties.
- The Molekule, a medical grade air purifier proven to destroy airborne viruses and bacteria, are placed in all guest rooms.
- Guests can choose their housekeeping service preference, ranging from daily full service, to daily drop off of terry and linens.
- Culinary venue adjustments include spacing tables six feet apart in our restaurants, one-time use menus, and opening windows between meals to circulate fresh air.
- 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*

8. Events: Will you still host events for guests and the community?

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

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 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 have completed a COVID-19 Nurse Training Certification Course. Associates take their temperature in advance of arriving, and wear masks while on property.



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