



# THE QUEENSBURY HOTEL

## A MESSAGE ABOUT COVID-19

To our Guests, Clients and Community:

During these uncertain times, I would like to take a moment and inform you of the precautions that we are taking here at The Queensbury Hotel to protect your health and safety as it relates to the recent COVID-19 (Coronavirus) outbreak. Please be assured that we are monitoring new developments as they arise and adhering to the advice of local, national and international health agencies including the Centers for Disease Control (CDC), the New York State Department of Health (NYSDOH) and the World Health Organization (WHO). The safety and security of our guests, clients and team members are of the utmost importance to us.

It is our standard policy and procedure to clean and chemically disinfect the surfaces and floors in our public areas and restrooms multiple times a day. We will continue this practice and put an emphasis on high-traffic and high-touch areas such as our front desk, door knobs, light switches, public seating, etc.

These practices and policies also include our guest accommodations, guest bathrooms, staff areas, food preparation areas and all other private spaces of the property.

Additionally, here are added precautions and actions that are being taken in order to assure that our guests and associates are protected to the best of our abilities:

- We are reminding everyone to frequently wash their hands with soap and water for at least 20 seconds.
- We have installed additional hand sanitizer units throughout the property for the convenience of both our guests and team members.
- We are providing this printable document outlining COVID-19 precautions and the actions that guests can expect to see from The Queensbury Hotel. These will be posted to our website, in our guest rooms and displayed at our front desk.
- We are assigning a gloved server to events with a buffet menu to assist guests who are not comfortable self-serving their food. All restaurant and banquet servers hand delivering food will be gloved.
- We are placing alcohol-based hand sanitizer wipes on all events whenever possible.
- We have worked with our AV Equipment Provider to ensure all equipment is sanitized before and after use - including microphones, projectors, wireless devices, etc.
- We are requesting groups with registration desks to assign one person to check people in so that multiple attendees are not touching sign-in sheets, pens, etc.
- We will be offering and suggesting to groups to eliminate stationary hors d'oeuvres or food stations with communal serving utensils and instead choosing passed food items with picks, small forks, etc.
- We are advising all team members to take extra precautions and asking them to stay home if they are ill. If an employee appears to be suffering from flu-like symptoms, they will be asked to promptly seek medical attention and to remain at home until they are free of symptoms.
- We are encouraging guests who are not feeling well to promptly seek medical attention and to avoid public exposure as much as possible. We will also offer to help a guest obtain medical assistance if needed.

We hope that these measures help to put your mind at ease and assure you that we place your safety and that of our team members as our number one priority. On behalf of the entire The Queensbury Hotel Team, we thank you for your continued loyalty and we look forward to seeing and serving you soon.

Sincerely,



**Tyler C. Herrick**  
**General Manager**  
**The Queensbury Hotel**