



An update from Concord's Colonial Inn

The health and safety of our guests and employees are our top priorities. I would like to take this opportunity to provide you with an update on Concord's Colonial Inn response to the ongoing COVID-19/coronavirus situation.

At this time, Concord's Colonial Inn will operate normally and welcomes the public for dining, events, private functions, and overnight stays. I want to assure you that our team is taking proactive measures to help prevent the spread of any potential illness.

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

We take standards for hygiene and cleanliness very seriously at all times and are taking additional steps to ensure the safety of our guests and employees, ensuring our practices are meeting the latest hygiene and cleaning standards. Our Inn's health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing and cleaning product specifications to guest room and common area cleaning procedures. Specific steps the Colonial Inn is taking include:

Inn Employees: The Colonial Inn team - and their own health, safety and knowledge – are essential to an effective cleaning program. Employees who exhibit cold or flu-like symptoms have been instructed to stay home from work. Those working with or around food, or in our housekeeping department, are wearing protective gloves when appropriate.

Hand Washing: Proper and frequent handwashing is vital to help combat the spread of viruses. Our teams are reminded multiple times a day that cleanliness starts with this simple act.

Cleaning Products & Protocols: The Colonial Inn uses cleaning and disinfecting protocols to clean guest rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items like knobs, remotes, and light switches. We have increased the frequency of cleaning and disinfecting the public spaces with a focus on the front desk counter, public bathrooms, and even room keys. In the areas where employees work "behind the scenes," we are increasing the frequency of cleaning. Additional hand sanitizer has been placed throughout the Inn, with particular emphasis on entryways, function rooms, and food service areas.

We trust our staff and patrons to make the decisions that best fit their individual situations and encourage you to continue to use the Colonial Inn for dining and social gatherings. However, in an effort to minimize direct contact, team members are asked to consider avoiding shaking hands and you will see many of them wearing protective gloves. We also request that guests who are experiencing any cold or flu-like symptoms including fever, cough, and shortness of breath, or have been in contact with or have recently traveled to any of the affected countries or regions refrain, from visiting the Hotel at this time.

We will provide additional updates as developments warrant. If you have any questions about Inn operations, please feel free to contact me.

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