



July 14, 2021

Dear Valued Guests,

We are excited to welcome you back to The Thayer Hotel and West Point.

Beginning April 1, 2021, New York State does not require quarantine for domestic travelers:
<https://coronavirus.health.ny.gov/covid-19-travel-advisory>.

Arriving Safely at West Point. Please be aware of the following protocols in place for our re-opening:

- All visitors and employees must enter through the Thayer Gate to come to The Thayer Hotel at West Point.
- At this time, casual leisure visitors are not permitted onto the main part of the West Point.

Your Health & Safety at the Hotel. As always, we take great care in maintaining the highest standards of cleanliness and hygiene throughout our hotel, MacArthur's Riverview Restaurant, Patton's Tavern, and Zulu Time Rooftop Bar & Lounge. We have supplemented these normal procedures with additional COVID-19 cleanliness-specific guidance, training and information to make our cleaning and hygiene protocols even more rigorous:

- Employees will be asked health screening questions and will have their temperatures checked upon reporting for their shifts, and any employee with a temperature over 100 degrees F will not be allowed on shift.
- Our hotel teams are receiving mandatory weekly briefings and enhanced operating/cleaning protocols.
- We have increased the frequency of cleaning our public areas including lobbies, elevators, door handles, public bathrooms to every hour.
- In addition to our normal high standards, cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives have been increased, with particular attention paid to high-touch items.
- In the spaces where team members work behind the scenes, we have increased the frequency of cleaning and focusing on high-touch areas like team entrances, locker rooms, laundry rooms and staff offices.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations and NY State Guidelines.
- You will see enhanced deployment of antibacterial hand sanitizers throughout our properties.

If you'd like to learn more about our cleaning, health and safety protocols, please visit the "Home" tab of our website. For the most up to date information on dining and other services at the hotel, please visit the dining pages or FAQ page of our website.

I'd like to thank you for the trust and support you have in us and we look forward to welcoming you to the hotel soon.

Well Wishes,

Carlys L. Lemler | General Manager | West Point Class of 2001