



August 6, 2021

Dear Valued Guests,

We are excited to welcome you to The Thayer Hotel, West Point and the beautiful Hudson River Valley.

Beginning July 17, 2021, West Point has lifted the public health emergency and access to West Point. If you wish to access West Point as an individual visitor, please note the following:

- Guests who are not DOD or LAC card holders will need to go to the visitors center to get their passes to go onto West Point.
- Parents of cadets may start using their parent local area credentials to go onto West Point
- DoD card holders may access West Point recreationally without getting an extra pass from West Point.

Arriving Safely at West Point. Please be aware of the following protocols in place:

- All visitors and employees must enter through the Thayer Gate to come to The Thayer Hotel at West Point.
- Masks are required on West Point, both INDOORS and OUTDOORS. This is in accordance with Department of Defense Policy. Guests of the Thayer Hotel and guests attending events at the Thayer Hotel are asked to wear masks in the common areas of the hotel.

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 upon arrival for their shift, 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.
- 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