

HERSHEY[®] RESORTS

As one of the leaders in the hospitality industry, Hershey Entertainment & Resorts has focused on the safety and enjoyment of our guests since 1927. Throughout this pandemic, we have followed the guidance from our national and state health experts to provide a safe environment for our guests and team members including:

- Hershey Resorts (Hershey Lodge, The Hotel Hershey, and Hershey Country Club) continues to maintain our enhanced cleaning, sanitization, and disinfection standards, which meet or exceed those established by the [American Hotel & Lodging Association \(AHLA\) Safe Stay initiative](#).
- We have increased the number of hand sanitizer machines throughout our properties.
- Hershey Lodge and The Hotel Hershey offer contactless check-in, check-out and payment processes.
- We recognize that each group and its needs are unique. Our team will review floor plan layouts and banquet dining setups with each group to ensure attendees feel safe.
- Team members have been trained on the recommended precautionary steps from the CDC and Pennsylvania Department of Health to inhibit the spread of germs.
- All guests regardless of vaccination status are strongly encouraged to wear face coverings in all indoor spaces. Guests are free to continue to wear face coverings anywhere on our properties if they choose to do so.
- Hershey Resorts team members are required to wear face coverings when working indoors. Team members are welcome to wear face coverings in outdoor areas of our properties if they choose to do so.
- To prioritize your safety and the safety of our team members, we will not be proactively entering your guest room during your stay. However, should you have a need for any in-room amenities, fresh towels, or trash removal, we'd be happy to assist.
- If a guest is experiencing any of the following, we ask that you stay home:
 - A guest who has COVID-19 symptoms, as defined by the CDC.
 - A guest who has a COVID-19 test result pending.
 - A guest who tested positive for COVID-19 within 5 days of their travel to Hershey. Guests arriving after their 5 day isolation period are requested to wear a mask for an additional 5 days while on property.

These operational adjustments may change as guidance and requirements from various government agencies and industry organizations continue to evolve. It is important that we all continue to remain vigilant and work together to prioritize the health and safety of those around us. We appreciate our guests partnering with us in following all guidelines.