



Dear United States Hoteliers,

Noting that we are all eager to a return to normalcy, the U.S. Centers for Disease Control and Prevention (“CDC”) has issued updated guidance regarding the wearing of face coverings and distance requirements for fully vaccinated individuals. The new CDC guidance is available at the following link:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated-guidance.html>

The CDC’s new guidance is encouraging and yet another positive sign for our industry as we continue to recover.

Noting this new CDC guidance, on May 17th, the American Hotel and Lodging Association (“AHLA”) updated and published amended AHLA Safe Stay® program hotel industry guidelines (“Safe Stay Guidelines”). AHLA wrote:

In light of the recent CDC announcement that fully vaccinated people no longer need to wear a mask or physically distance in most settings, our Safe Stay guidelines will relax mask requirements for guests who are fully vaccinated. At this time, we are not asking hotels to require proof of vaccination status, but we do ask that all guests and workers, vaccinated or not, respect and honor these revised guidelines. Unvaccinated guests should wear face coverings at all times and practice physical distancing.

As we await further direction on how CDC guidance applies to business, hotel employees - who are the backbone of our industry - should continue to wear face-coverings indoors for the time being and follow local business and workplace guidance. For vaccinated employees working outside, or not in close contact with others, our guidelines will permit hotels to implement protocols easing face-covering requirements. Of course, all hotels are required to follow state and local requirements which may go beyond what is recommended by the CDC.

Noting the CDC’s new guidance, and these amended hotel industry Safe Stay Guidelines, Best Western’s *We Care Clean*® program is likewise amended effective immediately:

- ✓ Hotel guests who are fully vaccinated are not required to wear face coverings.
- ✓ Hotel guests who are not fully vaccinated should wear face coverings and practice physical distancing when in a hotel’s public areas.
- ✓ Best Western is not asking hotels to ask guests for proof of vaccination status.
- ✓ Awaiting further CDC, OSHA and health officials’ guidance regarding hotel staff, our current face covering policy is not amended – hotel staff are required to wear face coverings when in the presence of guests.

As a reminder, all other Best Western health, wellbeing and safety standards related to COVID-19 remain in effect, and you are required to continue to follow state and local regulations, which may go above and beyond CDC’s guidance. Additionally, as guests return to our hotels, we must maintain the highest overall cleanliness standards to continue earning their trust and provide the safe, clean, reliable stay that guests have come to expect at our hotels.

Recognizing that the vaccine is a critical step in our industry’s recovery – we continue to encourage all guests and hotel staff to be vaccinated. We will further update the *We Care Clean* program as we carefully monitor future CDC, OSHA and public health officials’ guidance.

Thank you for your continued professionalism knowing that our number one priority is the health, wellbeing, and safety of our guests and staff.

Sincerely,
David Kong
President and CEO