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## *Caring\*Clean*

When you come to Ragged Mountain, you are here to enjoy yourself and to relax, refresh, and rejuvenate. One key to relaxing is being comfortable and confident knowing your accommodations have been thoroughly and professionally cleaned and prepped for your stay.

As part of Ragged Mountain's mission to maintain a safer, more comfortable environment for our guests and staff, we have instituted our *Caring\*Clean* practices throughout the resort. *Caring\*Clean* procedures and standards go beyond the general cleaning practices typically established for the industry. In addition to the obvious health benefits, a key reason we have adopted the *Caring\*Clean* protocols is so you can have the peace of mind that will allow you to get the most out of your time here.

*Caring\*Clean* includes:

- Electrostatic cleaner treatment on all hard surfaces, bedding, furniture, drapes, upholstered surfaces, and appliances. This is a process that statically charges an EPA approved disinfectant cleaning solution so when sprayed the ionized solution effectively disinfects all sides of objects in the room, not just the surface directly facing the spray nozzle. See below for further info on how electrostatic disinfection works.
- Most reusable materials such as pens and collateral material will be removed from rooms to reduce the odds of handling items previously handled.
- Extra bath linens will be provided in each room to eliminate daily housekeeping service so once a guest checks in, they can be confident the room occupants are the only people in the room.
- As has always been resort policy, bed linens will be freshly washed with sterilizing techniques for each new guest.
- Hand sanitizing stations will be placed around the resort for guest and staff use to reduce the possibility of germ transmission.
- HVAC filters will be changed with increased frequency.
- Where and when possible or practical, windows will be open to promote fresh air circulation in indoor spaces.
- Common area surfaces will be wiped down with disinfectant solution with increased frequency.

### What Is Electrostatic Disinfection?

Electrostatic spray surface cleaning is the process of spraying an electrostatically charged mist onto surfaces and objects. Electrostatic spray uses a specialized solution that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. Because the particles in the spray are positively charged, they wrap around and cling to and coat any surface.

For awkwardly shaped objects or hard to reach places, cleaning staff only have to point and spray; the nature of the mist allows it to coat surfaces evenly, and envelope objects—even if the mist is only sprayed from one side. After the spray is applied, the sanitizing agent works to disinfect the covered surfaces. For this reason, electrostatic spray is an excellent solution for killing germs and contaminants.

### How Does Electrostatic Disinfection Work?

Electrostatic spray is electrically charged, allowing the appropriate sanitizers, mold preventatives and disinfectants to wrap around and evenly coat all types of surfaces for a more complete clean. As the chemical exits the electrostatic sprayer, it's given a positive electrical charge. The droplets then become attracted to all negative surfaces, covering the visible area, underside and backside, with the sanitizing agent. This improves infection control and reduces the spread of viruses such as influenza, MRSA, and coronaviruses.