

# TRYON

R E S O R T



# COVID-19 ACTION PLAN

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**TRYON RESORT & TRYON INTERNATIONAL EQUESTRIAN CENTER**

SEPTEMBER 4, 2020 UPDATE  
TRYON.COM



# TO COMPETITORS & TEAMMATES



**WE ARE EAGER FOR YOU & YOUR HORSES TO RETURN TO TRYON!**

We also recognize the huge responsibility that comes with hosting equestrian competitions. We take this responsibility very seriously and are already at work to ensure that our Tryon teammates and you, our customers, can be managed safely and successfully.

All of us at Tryon Resort and Tryon International Equestrian Center (TIEC) are committed to providing a safe and fun experience for all of our visitors, especially in consideration of coronavirus (COVID-19) restrictions. While we resumed operation in May with equestrian competition, onsite lodging, and limited carry-out and 50% in-dining restaurant service, we must tighten our protocols to prepare for a robust fall series. **Beginning September 7 through November 17, TIEC will be closed to the public and only open to competitors, their essential personnel and staff.**

In conjunction with local, state and federal recommendations and mandates, including those from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and United States Equestrian Federation (USEF), TIEC has implemented the following guidelines and cleaning protocols, in addition to our regular stringent standards, to alleviate the potential impact of COVID-19 and to ensure that the re-introduction of horse shows is smooth, efficient and most importantly, safe for all involved.

In addition, we are in close communication and collaboration with NC Governor Roy Cooper's Emergency Preparedness Staff and with the Polk County Manager and the Directors of Health Services and Emergency Preparedness as these protocols and plans have been completed.

Thank you in advance for abiding by these guidelines while visiting our venue and for your ongoing support of equestrian activity at TIEC.

Sharon Allred Decker  
President, Tryon Equestrian Partners,  
Carolinas Operations



A photograph of a rider in a blue jacket and white breeches jumping a brown horse over a wooden fence. The background is a green field with a black fence and trees.

# PLAN OVERVIEW

USEF has developed a comprehensive approach to returning to competition with appropriate COVID-19 protocols. We have used these guidelines as the basis for our plan. In addition, we have utilized the WHO/FEI risk assessment to measure the effectiveness of our planning efforts. With the use of this risk assessment, we have been able to determine that with all policies and practices applied, we are operating at a low level of risk. [Click here](#) to view the USEF COVID-19 Action Plan and [click here](#) to view our completed WHO/FEI risk assessment.

We present here our plan to return to competition safely. It is outlined in the following format:

## TRAINING AND AWARENESS

## SCHEDULE OF OPERATIONS

## PERSONAL PROTECTIVE EQUIPMENT

## SCREENING AND MONITORING

## HORSE SHOW OPERATIONS

## RESORT OPERATIONS

## BATHROOMS & PUBLIC SPACES

## RESORT AMENITIES

## RESPONSE TO POTENTIAL EXPOSURE



# TRAINING & AWARENESS

Prior to returning to work at Tryon Resort and TIEC, all teammates will receive training from the Centers for Disease Control and Prevention's information hub for guidance for operating in a COVID-19 threat environment. We have supplemented this with materials and information provided from the State of NC and our major vendors/partners.

In addition, you will see signage, reminders, and information around the Resort that will remind all of us of the importance of using personal protective equipment (PPE), handwashing and social distancing. We will do what we can to ensure we do not grow complacent with practices we know will help all of us stay safe.

**At the core of our planning, we are following North Carolina's key practices:**

**WEAR---**a mask.

**WAIT---**6 feet apart. Social distancing is our norm.

**WASH---**your hands for 30 seconds with soap and water or 80% alcohol hand sanitizer, often.



# SCHEDULE OF OPERATIONS

## **September 1-November 16, 2020**

- Private access to TIEC staff and clientele only - all staff, competitors, essential personnel and guests must be registered to enter property.
- Masks are mandatory onsite at all times, including barns, unless mounted on a horse.
- Temperature checks are mandatory for access to Tryon Resort.
- No spectators.
- Carry-out/curbside pickup continued.
- Modified restaurant operations as NC state requirements allow.
- Dover Saddlery and other retail customers allowed as vendors will be open. Customers must specify which vendor they are visiting at the guard house entrance.

**For the latest schedule, please visit  
[Tryon.com/Compete](https://tryon.com/Compete).**



# PERSONAL PROTECTIVE EQUIPMENT

All employees, competitors, and visitors on property will be required to wear a cloth mask at all times while onsite at TIEC, with the exception of **when actively riding**. In accordance with CDC recommendations, it is strongly recommended that a cloth mask be worn anytime a person is outside their home.

# SCREENING & MONITORING

**A temperature check is mandatory for everyone prior to admission into our venue and temperatures are taken at the main entrance.**

Tryon Resort & TIEC will have mandatory temperature monitoring daily. A wristband will be given to each person following the temperature check to show that their temperature has been taken. No teammate will be allowed to work if any symptoms or temperatures exist.

**If you are not feeling well or have any symptoms of illness, please stay home!**





# ADDITIONAL PROTOCOLS

**Here are new protocols as of 9/1/20 in light of the recent COVID-19 cases discovered at other equestrian venues:**

If you or someone in your barn has tested positive for COVID-19, then anyone from that barn wanting to participate at TIEC must show proof of his/her negative COVID-19 test prior to being allowed access to the venue.

If you have been exposed to COVID-19 or believe you may have been exposed, we are asking that you voluntarily be tested for COVID-19.

**Braiding will be permitted for the Tryon Fall Series.** All braiders must pre-register as essential personnel with their rider/barn.

We ask that you limit your contact with our horse show office staff. Trainers please designate 1 representative to be your barn or group's main point of contact and make an appointment prior to entering the office. Please contact Sally Dunn to schedule an appointment [sdunn@tryon.com](mailto:sdunn@tryon.com) or 828.863.1011.

Stalls are limited for the Fall Series and preference will be given to competitors coming for 2 weeks or more. **All horses entering property must have a confirmation for stabling prior to arrival. Ship-ins will be allowed on a limited basis. All ship-ins must have pre-entered and registered through the TIEC competition portal prior to arrival.**

Essential staff is limited to competitors, trainers, grooms, braiders and 2 immediate family members and staff. All essential personnel must be registered at TIEC. To register your staff, **[please click here](#)** to fill out the registration form for each essential person.

TIEC employs COVID monitors to patrol the venue to ensure that all safety measures are being followed. This staffing effort is first and foremost to protect you and everyone at our venue. You will find all of our staff wearing yellow vests, so please do not hesitate to ask any of us a question.



# HORSE SHOW OPERATIONS

As practically as possible, we are creating a touchless process for engagement with horse show operations. We desire to create a seamless, touchless process that will become our “new normal” as it best protects you and simplifies the processes of doing business at TIEC.

All stabling registration must be done digitally through the stabling request at [www.Tryon.com](http://www.Tryon.com). Horses must have confirmed stabling prior to arrival. all ship-ins must have pre-entered to show and must be registered through the TIEC registration portal prior to arrival.

For assistance with the stabling reservation form and online registration process, please contact **[stabling@tryon.com](mailto:stabling@tryon.com)** or **828-863-1003**.

Orders of Go will be available online at [www.Tryon.com/ThisWeek](http://www.Tryon.com/ThisWeek).

## Registration/Class Sign Ups

Entries must be reserved at [www.Tryon.com](http://www.Tryon.com) through Show Grounds Live. We will be utilizing the Show Grounds Live software for class registrations. Information and tutorials are available on [www.Tryon.com](http://www.Tryon.com).

## Hunter/Jumper Prize Lists & Schedules

The TIEC Fall competition schedule will begin with Tryon Fall 1 on September 17. Class schedules, the Fall Prize List and all future prize lists are available on [www.Tryon.com/Compete](http://www.Tryon.com/Compete).

All of these schedules have been modified to the best of our ability to limit the amount of time exhibitors will spend at the show grounds. We will update the SGL software to allow for more precise information on when exhibitors will show.

Announcements about prize list, schedules, and entry blanks will be sent via eblasts and also posted to our social media pages.





# HORSE SHOW OPERATIONS

## Entry Process

All entry forms, releases, and methods of payment are required upon entry.

Once all forms are received and processed, you will be assigned a back number that can be used to enter all shows in the Fall Series.

Entries will be limited by maximums allowed per ring per day. We strongly recommend that you enter the class you plan to show in for all days and all shows.

Please do not expect ring capacity to allow for adds to be accepted the day before. Your accuracy on entries is critical to our horse show operations process and will allow us to give you more precise information on when you will show.

## Dressage, Eventing & Driving

### Prize Lists and Schedules

All other disciplines have a tab on [Tryon.com/Compete](https://www.tryon.com/Compete) with a link to the Prize Lists or Omnibus for details on each event and access to entry systems.

## Horse Show Office Operations

Although the show office will be staffed and a plexiglass barrier will allow for in-person communication without personal contact, there should be little need to enter the office.

Masks are required to enter the building.



# HORSE SHOW OPERATIONS

## **Schooling Rings/Areas**

Schooling days will have times designated by time and height.

Only 5 horses and 10 people will be permitted in a ring or schooling area at one time. All people must practice social distancing.

When schooling rings are emptied for drag/watered, schooling jumps will be sprayed with a USDA-approved disinfectant. Disposable gloves or disinfectant will be mandatory for those handling the jump cups.

Additional hand sanitizer stations will be placed around in-gates.

All spectator areas will either be closed or set up to comply with social distancing requirements. These areas will be sprayed with a disinfectant each evening and throughout the day as needed.

Arenas will have monitors to enforce the guidelines with the authority to eliminate schooling privileges to those who do not follow the rules.

Masks are mandatory on all Tryon Resort and TIEC showgrounds and property.

## **Stabling**

Social distancing will be enforced in the stabling area. Stabling areas will be strictly limited to essential personnel during limited operations.

Masks are mandatory in all barn areas.

Individual competitors not affiliated with a competing barn or group will be assigned to separate ends of aisles.

Stables will be sanitized during turnovers using USDA-approved protocols.

Hand sanitizing stations will be placed at each barn.

Only competitors and essential staff will be allowed in barn areas.



# HORSE SHOW OPERATIONS

## Judges' Areas

All judges' areas will be set up to comply with social distancing requirements. Booths that might encourage gatherings will be removed from the in-gates.

**We ask that competitors regularly sanitize your bikes/motorbikes/golf carts/car and truck door handles, stable doors, bucket handles, light switches and equipment including: tack, grooming, feeding, stall cleaning materials, etc.**

**Please provide gloves and masks to your barn staff and other personnel. We will have masks, gloves, hand sanitizer available for purchase in our General Store if needed.**



# RESORT OPERATIONS

## Lodging

Tryon Resort Lodging understands the concern surrounding the Coronavirus (COVID-19) and is committed to providing every guest with safe, clean, and hospitable accommodations. The health and safety of our guests, team, and communities are of utmost importance.

Tryon Resort Lodging is following the recommendations and guidelines from the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC). We are forward thinking, innovative, and continually instituting new cleaning systems and protocols, in addition to our usual stringent standards.

Tryon Resort Lodging and our high levels of cleanliness are well-suited for providing a safe stay, with a specific focus on the following services:

- **Sanitization:** Tryon's housekeeping team is sanitizing our lodging using EPA approved products most effective against COVID-19.
- **Disinfecting/Latest Technology:** We have increased the frequency at which high-touch areas are disinfected. Lodging units will also receive an additional disinfectant cleaning, in accordance with the latest CDC guidelines. We are also initiating plans to use the latest technology of electrostatic sprayers to aid in our effort.
- **Remote Check-In:** Remote check-in of all rentals with digital coded entry.
- **Temperature Screen:** Housekeeping team members are temperature screened prior to servicing accommodations.
- **Protective Wear:** Housekeeping team members wear the proper PPE for their and guest protection.





# RESORT OPERATIONS

## Lodging

Onsite lodging is available and reservations can be made online at [www.Tryon.com/Lodging](http://www.Tryon.com/Lodging) or by calling 828-863-1015.

There should be little, if any, need to visit our lodging office personally, but if a personal visit is desired, we have plexiglass barriers for protection. Masks are mandatory to enter the building.

We have golf carts for rent. Before pick-up, these carts will be cleaned and sanitized. You will be responsible for the on-going cleaning/sanitizing of these carts once rented.



# RESORT OPERATIONS

## Food & Beverage

The General Store will also be open for groceries, farmers market meats and produce, coffee and ice cream. Hand sanitizing will be required as you enter and limitations will be made on the number of people to enter at any one time.

We are increasing our stock so that you can get most, if not all, of your grocery needs without leaving the property. Our new online app will allow you to send us your grocery list and we will meet you for curbside pick up or for delivery to your onsite lodging.

Tryon Resort restaurants will be open for carry-out and curbside pickup, with limited dine-in options. Online ordering - including sundries from the General Store - and menus and hours of operation are available by visiting [www.Tryon.com/ThisWeek](http://www.Tryon.com/ThisWeek) or by calling 828-863-1113. We will have additional carry-out options available and other services will be available as allowed through NC state requirements.

Visitors may sit at outside designated sitting areas in the Legends Plaza. These areas will be cleaned regularly and will be sanitized overnight as well.

The number of tables and chairs on property have been reduced and spread out to encourage social distancing.



# RESORT OPERATIONS

## Shopping & Vendors

**Tryon Resort is closed to the public through November 17, however people going to the shops and boutiques must specify which vendor they are visiting in order to enter.**

Dover Saddlery and the Tryon Resort boutique vendors will be open for shopping. Social distancing will be enforced. For hours of operation and the complete list of Tryon Resort shops, please visit [www.Tryon.com/Shopping](http://www.Tryon.com/Shopping).

Retail operations will follow North Carolina state protocols.

Tryon Resort is a Mask-Mandatory Zone - all guests and employees are required to wear cloth masks in all public spaces, including vendor cabins.

Social distancing will be enforced:

- No more than 5 people in a full-sized vendor cabin at one time to include vendor staff.
- No more than 2 people in a half-sized vendor cabin at one time to include vendor staff.





# BATHROOMS & PUBLIC SPACES

Tryon Resort has over 30 permanent public restrooms available. There are no portable toilets used except when reserved by barns for their personal use. Our public restrooms are cleaned continuously according to the CDC guidelines.

Commonly-touched surfaces like door handles are sanitized hourly during hours of operation.

Hand sanitizing stations have been placed throughout the property.

All medical personnel at the facility will wear protective gear as required by federal, state and local regulations.

Signage with safety guidelines is posted throughout the property as reminders for practicing social distancing and hand sanitizing.





# RESORT AMENITIES



The golf, sports and gun facilities have remained open successfully under NC requirements and CDC best practices. The pool will be open with limited access June 6, 2020. Strict guidelines are posted on property for utilization. Protocols will be modified as state requirements allow.

## Phase One

Individual golf carts are required along with social distancing on both properties as part of Phase One. Walking on both courses is allowed.

Reservations for golf tee times are available online at [www.CleghornGolf.com](http://www.CleghornGolf.com) or by calling **828-286-9117**.

Reservations for Cleghorn Gun Club start times are available online at [www.CleghornGun.com](http://www.CleghornGun.com) or by calling **828-863-1435**.



# RESPONSE TO POTENTIAL EXPOSURE

If a participant displays symptoms or otherwise indicates high risk for possible infection, he/she will not be allowed to access the facility and participate in events at TIEC.

Trainers/Owners should have a support plan for any member that is denied participation at TIEC due to medical concerns. That plan must include transportation arrangements to immediately remove the individual from TIEC.

We will have two on-call sterilized rooms at the Stable House Inn for temporary quarantine of such individuals but these locations should not be considered as a long term accommodation option.

We have immediate access to testing through St. Luke's Hospital, near our facility. They also have quarantine rooms that are available if needed.

**If you have any concerns about the possibility of infection by anyone on property, you should contact Casey Elliott, 828-863-1019, our medical coordinator, immediately.**

Once identified, we will engage local medical/public health staff to perform contact tracing and enhance evaluation of confirmed contact, per CDC guidelines, so we can quickly mitigate any concerns of spread.





# THANK YOU

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**THANK YOU FOR YOUR  
COOPERATION AND  
SUPPORT AS WE WORK  
TOGETHER TO ENSURE  
EVERYONE'S SAFETY.**

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