

TRYON

INTERNATIONAL EQUESTRIAN CENTER & RESORT



COVID-19 ACTION PLAN

TRYON INTERNATIONAL EQUESTRIAN CENTER & RESORT

MARCH 8, 2021 UPDATE
TRYON.COM

DEAR VISITORS



Each day we were able to hold competition at Tryon International Equestrian Center & Resort (TIEC) in 2020 was a gift. Thanks to your cooperation and support, TIEC was able to open safely in 2020 and deliver an incredible year of equestrian sport.

TIEC is committed to providing a safe and fun experience for all of our visitors, especially in consideration of coronavirus (COVID-19) restrictions. 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 found in this plan**, 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.

Masks and social distancing are mandatory for everyone onsite at TIEC unless actively eating or drinking, or mounted on a horse. Please review this plan for the complete list of protocols. In addition, we remain in close communication and collaboration with NC Governor Roy Cooper's Emergency Preparedness Staff, the Polk County Manager, and the Directors of Health Services and Emergency Preparedness in administering these protocols.

Your partnership in the successful implementation of our COVID policies was critical to our ability to remain fluid in the uncertain times we faced during our 2020 season. As we look at the 2021 season, we thank you in advance for your continued mindfulness and practice of these guidelines.

Sharon Allred Decker

President of Tryon Equestrian Partners,
Carolinas Operations





PLAN OVERVIEW

TIEC continues to implement the US Equestrian Federations' (USEF) comprehensive COVID-19 protocols and guidelines and use them 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 continue to operate 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.

PLAN OUTLINE

TRAINING AND AWARENESS

SCHEDULE OF OPERATIONS

PERSONAL PROTECTIVE
EQUIPMENT

REGISTRATION, SCREENING AND
MONITORING

HORSE SHOW OPERATIONS

RESORT OPERATIONS

BATHROOMS & PUBLIC SPACES

RESORT AMENITIES

RESPONSE TO POTENTIAL
EXPOSURE



TRAINING & AWARENESS

Prior to returning to work, all TIEC teammates 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.

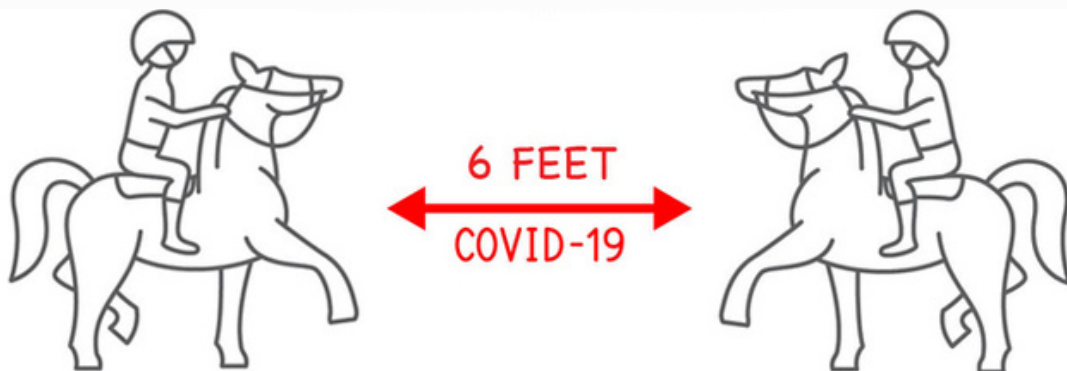
In addition, signage, reminders, and information are posted around the Resort to keep us all mindful of the importance of using personal protective equipment (PPE), hand washing and social distancing. We are vigilant with our protocol implementation to ensure we do not grow complacent with practices 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.



COVID OPERATIONS

Updated March 8, 2021

- **All guests, competitors and their essential personnel must register for onsite access to TIEC.** To register, text “Tryon” to 828-248-0699, then follow the instructions accordingly.
- **All TIEC equestrian competition and activities are closed to spectators** until further notice per USEF guidelines.
- Masks are mandatory onsite at all times, including barns, unless mounted on a horse or actively eating or drinking.
- Temperature checks are mandatory for access to Tryon Resort.
- TIEC restaurants are open to the public for 50% interior dining or to-go ordering online or by phone at [Tryon.com/ToGo](https://www.tryon.com/ToGo). TIEC follows State of North Carolina guidelines.
- Vendor boutiques, shops and services are open to the public.

For more info and the latest updates, please visit [Tryon.com/Covid](https://www.tryon.com/Covid).



COMPETITOR REGISTRATION

All competitors and their essential personnel must register for onsite access to TIEC. To register, text "Tryon" to 828-248-0699, then follow the instructions accordingly.

ESSENTIAL PERSONNEL

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.

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

PERSONAL PROTECTIVE EQUIPMENT

All employees, competitors, and visitors on property must wear a mask at all times while onsite at TIEC, with the exception of when actively riding, eating or drinking.



SCREENING & MONITORING

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

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!

COVID EXPOSURE

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.

COVID MONITORING

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

HORSE SHOW OFFICE

Please limit your contact with our horse show office staff. **Trainers please designate one 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 or **828.863.1011**.

Masks are required to enter the building. 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.

HORSE ARRIVALS

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.

HUNTER/JUMPER PRIZE LISTS & SCHEDULES

The 2021 TIEC competition schedule will begin on March 25 and conclude on November 14. Class schedules, Prize Lists, and other competition info is available on [Tryon.com/Compete](https://www.tryon.com/Compete).

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



HORSE SHOW OPERATIONS

STABLING REGISTRATION

All stabling registration must be done digitally through the stabling request at [Tryon.com](https://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](#) or online registration process, please contact stabling@tryon.com or 828-863-1003.

STABLING AREAS

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 unless mounted on a horse or actively eating or drinking.

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

ENTRY PROCESS

Entries must be reserved at [Tryon.com](https://www.tryon.com) through Show Grounds Live. Show Grounds Live software will be utilized for class registrations. Information is available at [Tryon.com/Compete](https://www.tryon.com/Compete).

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 for that 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, PARA-DRESSAGE, EVENTING & DRIVING PRIZE LISTS & SCHEDULES

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



HORSE SHOW OPERATIONS

ORDERS OF GO

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

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. 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 show grounds and property.



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, vehicle door handles, stable doors, bucket handles, and 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

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

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

We understand the concerns surrounding COVID-19 and are 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.



RESORT OPERATIONS

LODGING

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.

Golf Carts: 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 is open for groceries, farmers' market meats and produce, freshly-prepared deli items, coffee, and ice cream. Hand sanitizing is required as you enter and capacity inside the store is limited.

We are increasing our stock so that you can get most, if not all, of your grocery needs without leaving the property.

ONLINE ORDERING - RESTAURANTS & GENERAL STORE

Order food from our Tryon Resort restaurants by visiting [Tryon.com/ToGo](https://www.tryon.com/ToGo) or calling **828-863-1113**. You can also order your groceries online for curbside pick up or for delivery to your onsite lodging.

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.

For more information on Tryon Resort dining, visit [Tryon.com/Dining](https://www.tryon.com/Dining).



RESORT OPERATIONS

SHOPPING & VENDORS

Tryon Resort boutique vendors are open to the public for shopping. Social distancing and limited capacity will be enforced. For hours of operation and the complete list of Tryon Resort shops, please visit [Tryon.com/Shopping](https://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.

The following social distancing measures are mandatory:

- 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 to the public successfully under NC requirements and CDC best practices.

The pool will be open with limited access Saturday, May 29 - Sunday, September 26, 2021. Strict guidelines are posted on property for utilization. Protocols will be modified as state requirements allow.

Masks and social distancing are required on both properties.

Online reservations are available for golf only at [CleghornGolf.com](https://www.cleghorn.com). Or, **reservations can be made by calling the Pro Shop at 828-286-9117.**

Reservations for Cleghorn Gun Club can be made by calling 828-863-1435. Additional information is available online at [CleghornGunClub.com](https://www.cleghorn.com).



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

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

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