

Hanover Hospitality Advantage

SUPPLEMENTAL APPLICATION

| <u>APP</u> | LICANT INFORMATIO | <u>N</u> | | | | | |
|------------|-------------------------|-------------------------|---------------------|------------------------|-----------------------|------|------|
| Арр | licant Name: | | | | | | |
| Арр | licant Mailing Address: | : | | | | | |
| Age | ncy Name: | | | | | | |
| Effe | ctive Date: | | | | | | |
| GEN | IERAL INFORMATION | <u>I</u> | | | | | |
| 1. | Website Address: | | | | | | |
| 2. | TripAdvisor Rating: | □1 □2 □3 | □4 □5 | | | | |
| 3. | Number of years in b | ousiness: | | | | | |
| 4. | Number of years of h | nospitality managemer | nt experience: _ | | | | |
| 5. | Is the hotel part of a | franchise? | | | | □Yes | □No |
| | If Yes, what franchise | e? | | | | | |
| 6. | Number of rooms: | | Ave | rage room rate: | | | |
| | Average occupancy | %: | Nur | mber of stories: | | | |
| 7. | Total annual sales: | | Tot | al annual sales (rooms | only): | | |
| 8. | Describe primary typ | e of guest (business tr | raveler, tourist, f | amily, extended stay o | occupant, other) | | |
| 9. | Does the Applicant h | nave a closed season? | | | | □Yes | □ No |
| | If Yes, when: | | | | | | |
| 10. | Has the Applicant ma | aintained an operating | g profit for last 3 | years? | | □Yes | □No |
| 11. | Is there a manager o | n premises/duty 24 ho | ours? | | | □Yes | □No |
| | If No, when: | to | | | | | |
| 12. | Are there kitchenette | es in guest rooms? | | | | □Yes | □No |
| | If Yes, describe: | | | | | | |
| 13. | Are there any air sup | □Yes | □No | | | | |
| | If Yes, describe: | | | | | | |
| 14. | What amenities does | s the Applicant have? (| (Check all that a | pply) | | | |
| | ☐ Restaurant | ☐ Lounge/Bar | □ Pool | ☐ Hot Tub/Sauna | ☐ Fitness Center | | |
| | ☐ Business Center | ☐ Meeting Rooms | ☐ Gift Shop | ☐ Valet Parking | \square Playgrounds | | |
| | ☐ Other: | | | | | | |

SECURITY

| 1. | Are all employees scre | ened for tl | he followir | ng: (Check all that apply | below) | | | | |
|-----|--|---------------|-------------|-----------------------------|-----------------|------------|--------|-------|------|
| | \square Previous references | ☐ Drug | g testing | \square Criminal records | ☐ Sexual Of | fender Reg | istry | | |
| 2. | How are rooms accessed | ed by gue | sts? | | | | | | |
| | ☐ Interior corridor | ☐ Exterior | corridor | □ Both | | | | | |
| 3. | Type of key system: | ☐ Progra | mmable c | ard key 🗆 Standard | key and lock | | | | |
| 4. | Is the front door staffed | d 24/7? | | | | | | □Yes | □No |
| 5. | Does the Applicant hav | /e a securi | ty camera | ? | | | | □Yes | □ No |
| 6. | Does the Applicant use | e security p | personnel? |) | | | | □Yes | □No |
| | If Yes, are they armed? | | | | | | | ☐Yes | □No |
| | If Yes, are they employ | ees? | | | | | | □Yes | □No |
| | If No, name of security | firm? | | | | | | | |
| 7. | If using an outside secu | urity firm, o | do they na | ime our Insured as an a | dditional Insur | ed? | | ☐Yes | □No |
| 8. | | | protected | by self-locking mechani | isms and do th | ney | | | |
| | require key cards to op | | | | | | | ☐Yes | □No |
| 9. | - | · | | ing bar if there is a slide | · | | | ☐Yes | □No |
| 10. | Is management aware adequate protection of | | me statisti | ics and conduct safety a | udits to ensur | e | | □Yes | □No |
| | If Yes, please describe: | | | | | | | | |
| PRO | <u>TECTION</u> | | | | | | | | |
| 1. | Smoke Alarms: | | | | | | | | |
| | In each unit | □Yes | □No | Battery | □Yes | □No | | | |
| | Hardwired | ☐Yes | □No | Central Station | ☐ Yes | □No | | | |
| 2. | Manual fire alarms: | ☐Yes | □No | Central Station | ☐Yes | □No | | | |
| 3. | Building Sprinklered: | | | | | | | ☐ Yes | □No |
| | All floors | □Yes | □No | In each sleeping area | | □No | | | |
| | Restaurant | ☐ Yes | □No | Storage or stock roor | n □ Yes | □No | | | |
| | Check type of sprinkle | | | | | | _ | | |
| | ☐ Dry ☐ Wet | • | Schedule | ☐ Hydraulic design | ☐ Halon | □ CO2 | □ Foam | | |
| 4 | ☐ Wet chemical | | hemical | ☐ Other: | | | | | |
| 4. | Flow alarm on sprinkler | | . 15 - | 1. 1. 1 | | | | ☐ Yes | □No |
| 5. | Are attics (where sprink | | | ulated or heated? | | | | ☐ Yes | □ No |
| 6. | Is there a written evacu | · | 1? | | | | | ☐ Yes | □ No |
| 7. | Is facility ADA complian | | | | | | | ☐ Yes | □ No |
| 8. | Is smoking allowed insi | | | | | | | ☐Yes | □No |
| | If Yes, please describe: | | | | | | | | |
| 9. | Are the rear and side e | · | _ | s well lit? | | | | ☐Yes | □No |
| | If Yes, please describe: | | | | | | | | |

| POC | <u>DLS</u> (Complete only if hotel has a pool) | | |
|------|---|---------|--------------|
| 1. | Number of pools: Fenced? | □Yes | □No |
| | Slides? \square Yes \square No Diving Board? | ☐Yes | □No |
| | Life Guards? \square Yes \square No \square Is pool depth marked? | ☐Yes | □No |
| | "No Diving" signs posted? \square Yes \square No | | |
| 2. | How often is the water quality tested by a certified person? \Box 1X a day \Box 2X a day \Box > 2 | X a day | |
| 3. | Do you keep water quality records for > 1 year? | ☐Yes | □No |
| 4. | How is disinfectant added to the pool for routine dosing and shock dosing? | | |
| | \square Automatic System \square Manually | | |
| | Describe the procedures for adding disinfectant: | | |
| 5. | Describe procedures for storage of pool chemicals: | | |
| FITN | NESS CENTER (Complete only if hotel has a fitness center) | | |
| 1. | Hours of operation: 24 hours – access with room key a.m. to p.m. | | |
| 2. | What is the minimum age to use the facility without supervision? | | |
| 3. | Does the fitness center have an emergency/panic button, telephone, or CCTV? | □Yes | □No |
| 4. | Is the fitness center routinely monitored for housekeeping and cleanliness? | □Yes | □No |
| HIG | H RISE (Complete only if location is more than 3 stories) | | |
| 1. | Number of enclosed stairwells: Fire rating: | | |
| | Number of other stairwells: Number of fire escapes: | | |
| 2. | Smoke detectors? ☐ Yes ☐ No Heat detectors? ☐ Yes ☐ No | | |
| | Central station alarm? ☐ Yes ☐ No | | |
| 3. | Are openings in floors or fire walls protected by fire doors, fire dampers, etc.? | □Yes | □No |
| 4. | Self-closing doors: | | |
| | Hallways \square Yes \square No Sleeping units \square Yes \square No | | |
| | Stairways □ Yes □ No | | |
| 5. | Number of elevators: Heat sensitive? | ☐Yes | □No |
| 6. | HVAC System: | | |
| | Equipped w/combustion detector | □Yes | □No |
| 7 | Programmed for automated shutdown | ☐Yes | □ No □ No |
| 7. | Emergency notification system? | ☐Yes | |
| 0 | If Yes, please describe: | | |
| 8. | Are there more than one means of egress from each floor? | □Yes | □No |
| 9. | Is there a written evacuation plan posted in each room? | ☐Yes | □No |
| RES | TAURANT/LOUNGE (Complete if restaurant is on premises) | | |
| 1. | Operated by Applicant? | ☐Yes | □No |
| 2. | Operated by tenant? | ☐Yes | □No |
| | If tenant, certificates of insurance on file? | ☐Yes | □ No more |
| | | | 111016 |

| Business Days: From: □ am/ □ pm To □ am/ □ pm | | |
|--|--|--|
| Food sales: \$ Liquor sales: \$ Total sales: \$ | | |
| Catering or off premises food activities as percentage of total receipts: | | |
| Seating capacity: Dining Room Bar Patio Total | | |
| Cooking Equipment: | | |
| # of deep fat fryers # of ranges # of broilers # of ovens | | |
| | | |
| Auto extinguishing system? | ☐ Yes | □No |
| UL300 system? | ☐ Yes | □No |
| Has required fuel shutoffs? | ☐Yes | □No |
| Covers all cooking and ventilation equipment? | ☐ Yes | □No |
| Is Applicant compliant with both NFPA Standard #96 and UL300 Standard? | ☐ Yes | □No |
| Frequency of hood cleaning: | | |
| Frequency of duct work cleaning: | | |
| Professional hood and duct service firm used? | ☐ Yes | □No |
| If Yes, name: | | |
| Contract pest control services? | ☐Yes | □No |
| Any health code violations in last 3 years? | ☐Yes | □No |
| Employees trained in PR, Heimlich maneuver and alcohol awareness (TIPS)? | ☐Yes | □No |
| Does the Applicant have a formal quality control program for food and beverage preparation? | ☐Yes | □No |
| Check all that apply: ☐ Back-up Generators ☐ Refrigeration Temperature Alarm | | |
| | | |
| Culture of Cleanliness and Hygiene | | |
| JOR LIABILITY (Complete if you are requesting a Liquor Liability quote) | | |
| | | |
| Is there live entertainment or DJ on the premises? | □Yes | □No |
| If Yes, please describe: | □Yes | □No |
| · | □ Yes | □ No |
| If Yes, please describe: | | |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? | □Yes | □ No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: | □ Yes | □ No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? | ☐ Yes ☐ Yes ☐ Yes ☐ Yes | □ No □ No □ No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: | ☐ Yes ☐ Yes ☐ Yes ☐ Yes | No No No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: How long has the Applicant had a liquor license for this location? | ☐ Yes ☐ Yes ☐ Yes ☐ Yes | No No No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: How long has the Applicant had a liquor license for this location? Has the current license or any other license held by the Applicant been suspended or revoked? | ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes | No No No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: How long has the Applicant had a liquor license for this location? Has the current license or any other license held by the Applicant been suspended or revoked? Has any fine been paid or citation issued against the Applicant for illegal serving of alcohol? | ☐ Yes ☐ Yes ☐ Yes | No No No No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: How long has the Applicant had a liquor license for this location? Has the current license or any other license held by the Applicant been suspended or revoked? | ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes | No No No |
| If Yes, please describe: Is there a dance floor? Are there any Happy Hours or other events when drinks are sold at a lower price? Is there a sponsorship of any sports or special events? If Yes, please describe: Are alcohol servers allowed to refuse service to a customer? Describe ID checking procedures: How long has the Applicant had a liquor license for this location? Has the current license or any other license held by the Applicant been suspended or revoked? Has any fine been paid or citation issued against the Applicant for illegal serving of alcohol? | ☐ Yes | No No No No |
| | Catering or off premises food activities as percentage of total receipts: Seating capacity: Dining Room | # of deep fat fryers # of ranges # of broilers # of ovens # of grills # Other: |

AUTOMOBILE

| 1. | Do | es the Applicant own any | y automobiles? | | | | | | ☐ Yes | □ No |
|-----|--|-----------------------------|-------------------|-------------|------------|-----------------|-------------------|-----------------|-----------|------|
| | If Y | es, number of automobi | les: | | | | | | | |
| 2. | Any | y vehicles with more than | n eight-passenge | er capacit | y? | | | | ☐Yes | □No |
| 3. | If s | eating capacity over eigh | nt-passenger, ple | ease prov | ide vehi | cle informat | ion and seating | g capacity: | | |
| | Veh | nicle 1 | | | _ | Vehicle 4 | ļ | | | |
| | Veh | nicle 2 | | | _ | Vehicle 5 | | | | |
| | Veh | nicle 3 | | | _ | Vehicle 6 | | | | |
| 4. | Tra | nsportation of guests? | | | | | | | □Yes | □No |
| 5. | Но | w are the passenger van: | s used? | | | | | | | |
| | a. | Radius: | □ <5 miles | □<10 |) miles | □ >10 mi | iles | | | |
| | b. | Route destination: | ☐ Airport (To | /From) | ☐ Loca | l Restauran | ts and Stores | ☐ Local A | tractions | |
| | c. | Route congestion: | \square Urban | ☐ Sub | ourban | \square Rural | \square Highway | \square Mixed | | |
| | d. | Hours of operation: | ☐ On Call 24 | hours | | | a.m. to | p.m. | | |
| 6. | Are | e all drivers over 25 years | s old and younge | er than 65 | years o | ld? | | | ☐Yes | □No |
| 7. | | es the Applicant have a | | orocess th | nat inclu | des referenc | ce and MVR ch | ecks as well | | |
| | as o | drug and alcohol testing | ? | | | | | | ☐Yes | □No |
| 8. | Do | es the Applicant have a f | formal safety po | licy for: | | | | | | |
| | a. | Driver Training? | | | | | | | ☐ Yes | □ No |
| | b. | Vehicle Safety and Mai | | | | | | | ☐ Yes | □No |
| | C. | Personal Use of Compa | - | | | | | | ☐ Yes | □ No |
| | d. | Distracted Driving (cell | | | | | | | ☐ Yes | □ No |
| 9. | ls t | here an arrangement wit | th a limo service | , taxi serv | ice, or ir | idependent | livery service? | | ☐ Yes | □No |
| | If Y | es, explain: | | | | | | | | |
| 10. | ls v | alet parking provided? | | | | | | | ☐Yes | □No |
| | If Y | es, 🗆 Owned parking | g lot 🗆 Separ | ate, non- | owned p | arking lot | | | | |
| wo | RKE | RS' COMPENSATION (C | Complete if you | are requ | esting a | WC quote |) | | | |
| 1. | Nur | mber of full-time employ | ees: | Numbe | r of part | time emplo | yees: | - | | |
| 2. | Do | you have a formal select | ion/hiring proce | ss in plac | e? | | | | □Yes | □No |
| 3. | Do | you offer health benefits | to full-time emp | oloyees? | | | | | □Yes | □No |
| 4. | Wha | at is the employee turno | ver percentage (| on an anr | ual basi | s? | % | | | |
| 5. | Does management have a commitment to safety along with a safety person, a safety | | | | | | | | | |
| | com | nmittee and a formal acc | ident investigati | on proces | ss? | • | | | ☐Yes | □No |
| | If Ye | es, please explain: | | | | | | | | |
| 6. | Do | you have a formal writte | n safety progran | n in place | and pro | vide ongoir | ng training? | | □Yes | □No |



| 7. | Is training provided for the following?: | | | | | | | | |
|----|---|-----------------|-----------------|--------|--|--|--|--|--|
| | Material handling? ☐ Yes ☐ No Maximum weight lifted? | lbs. | | | | | | | |
| | Knife safety and use (kitchen)? | | □Yes | □No | | | | | |
| | Personal protective equipment protective equipment provided and trained for in | ts use? | □Yes | □No | | | | | |
| | Hazardous material (cleaning chemical) handling? | | | | | | | | |
| 8. | Do you have a return to work program? | | □Yes | □No | | | | | |
| OS | SPITALITY SERVICES (Complete if you are requesting a Hospitality E&O quote | e) | | | | | | | |
| 1. | Select limit (options are): \square \$100,0000 \square \$250,000 | | | | | | | | |
| 2. | Describe hospitality services provided to guests (i.e., hosting business conference) | ces, event plan | ning, weddings, | etc.): | | | | | |
| 3. | What are the total annual sales/revenues associated with providing hospitality s | ervices? | | | | | | | |
| 4. | Percent of time the Applicant uses formal contracts and hold harmless agreements | s for independe | nt contractors? | % | | | | | |
| 5. | Does the Applicant have written best practices for delivery of hospitality service | s? | ☐Yes | □No | | | | | |
| тн | <u>HER</u> | | | | | | | | |
| 1. | Does the Applicant have commercial tenants? | | □Yes | □No | | | | | |
| | If Yes, describe and are certificates of insurance on file? | | □Yes | □No | | | | | |
| 2. | Does the Applicant sublet any operations? If Yes, please describe: | | □Yes | □No | | | | | |
| 3. | Does the Applicant provide health club/day spa facilities? If Yes, explain services: | | □Yes | □No | | | | | |
| 4. | Please describe Applicant's hiring practices: | | | | | | | | |
| _ | gnature of Authorized tity Representative: Date: | | | | | | | | |