

#### GUEST SERVICES INITIATIVES

1. All guests will be asked prior to and upon arrival to notify the resort management if they or anyone in their party has had a fever or two or more symptoms of COVID-19 with-in 14 days of their reservation date. For the safety of our other guests and staff, if anyone in your party has a fever or two or more symptoms, we will be happy to reschedule your reservation with no penalty to you, rates may vary, or cancel with a full refund.
2. Upon check-in, we ask that only one family member checks in at the front desk.
3. Guests will have limited contact with staff, as they are asking to slide their own credit card, present a form of ID, and sign the registration. All equipment is sanitized after each guest use.
4. We ask that all guests respect a proper physical distance staying 6-feet from anyone not in your group
5. All keys will be sanitized prior to being presented to our guests. All rooms are inspected for sanitation prior to check in.
6. EPA approved disinfectant will be used resort-wide when sanitizing and cleaning rooms.
7. Sanitizer stations are located throughout the resort.
8. The Lobby coffee station, lemonade, and cider will be discontinued until further notice.
9. Signage will be placed throughout the resort, reinforcing proper hygiene
10. Quick check out is made easy for our guests as room key drop boxes will be located outside our lobby door to limit contact.
11. For the health and safety of our guests and staff, we are not offering our continental breakfast for the duration of our season. We will be offering coffee and pastries each morning in our lobby space from 8AM-10AM. We apologize for any inconvenience. Please contact our General Manager, Liz Goldsworthy-Unkefer for further information if needed. Thank you for your cooperation.

#### GUEST ROOMS INITIATIVES

1. For the safety of our guests and staff, housekeeping will not enter an occupied guest room. Traditional stay over service/daily in-room housekeeping will no longer be available. However, we will deliver any additional amenity requests.
2. High touch items have been removed from each room, including our informational binder, paper, menus, and brochures. For any additional information about the area or things to do, please ask our Front Desk.
3. All linens and towels will be changed for guests after each check-out, whether they are used or not.

#### ADDITIONAL INITIATIVES

1. The CDC states, "There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19"
2. EPA approved chemicals are used, and safety and cleaning protocols will be instituted throughout the resort.
3. Chairs and loungers will be sanitized frequently
4. Some of the chairs and loungers will be removed to aid in physical distancing
5. The grilling area, fire pit, and games will be sanitized frequently
6. Sanitation wipes and masks will be readily available

STAFF INITIATIVES

1. Daily temperature checks will be required for all our staff prior to working on the property. Any staff member with a temperature higher than 100.4 or exhibiting or having two or more COVID-19 symptoms will not be allowed to work.
2. All our staff will be required to wear a facial cover or mask and gloves while on the property.

If you have any questions or need any additional information about how we support the health and safety of our guests and staff, please contact our General Manager, Liz Goldsworthy.