

UPDATED AS OF 8/10/21

WEARING OF MASKS: Door County's Public Health Department has issued a Mask Advisory advising all citizens and visitors, regardless of vaccination status, to continue to wear their masks in accordance with CDC recommendations. In order to provide a safe and healthy environment for all visitors to our community, as well as all local residences, we ask that all our guests wear masks in indoor public spaces, and especially when visiting the front desk, lobby or continental breakfast area.

GUEST SERVICES INITIATIVES

1. For the safety of other guests and staff, if anyone in your party has a fever or two or more symptoms associated with COVID-19, we ask that you re-schedule your visit. 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 member of your party checks in at the front desk.
3. All keys will be sanitized prior to being presented to our guests. All rooms are inspected for sanitation prior to check in.
4. EPA approved disinfectant will be used resort-wide when sanitizing and cleaning rooms and common areas.
5. Sanitizer stations will continue to be located throughout the resort.
6. Quick check out is made easy for our guests as room key drop boxes will be located outside our lobby door to limit contact.
7. For the health and safety of our guests and staff, we are modifying our continental breakfast at this time to only provide pre-packaged food items. We will continue to make adjustments to our breakfast selection based on CDC, state and local guidance. Please contact our General Manager, Rita Gonzalez 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. We will change out bedding for any guests staying 4 or more nights, at the request of the guest.
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. Our standard practice has always been that all used and unused linens and towels are to be removed from the room and washed after each check-out and replaced with freshly cleaned linens and towels.

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. The grilling area, fire pit, and games will be sanitized frequently.

STAFF INITIATIVES

1. All unvaccinated staff members will be required to continue to have daily temperature checks and 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 wear all required PPE equipment suggested by the CDC and the Stay Safe Program established by the American Hotel Lodging Association, for their position.

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, Rita Gonzalez at 920-854-2321 or via email at manager@pinegrovedoorcounty.com.