



To our Valued Guests,

Your comfort and safety, as well as the well-being of our employees, is our highest priority. The Pine Grove Resort is committed to adhering to COVID-19 protocols and maintaining the highest standards of cleanliness.

As part of this commitment, the Pine Grove Resort is participating in the American Hotel & Lodging Association "Safe Stay" program. Each of our employees will receive additional training, through the Association's Stay Safe program, enrolling in online courses regarding safety and cleanliness guidelines for the hotel industry.

We'll also continue the increased safety measures we implemented during the 2020 season, some of which included:

- hand sanitizing stations set up throughout the resort;
- Increased frequency of cleaning lobby and pool restrooms and frequently used common areas;
- Additional signage reminders regarding handwashing, mask wearing and social distancing;
- Daily temperature and wellness checks for employees;
- Adjustments to our breakfast offerings and daily housekeeping; and
- Continual monitoring of local, state, federal and Centers for Disease Control and Prevention recommendations and implementing of additional safety measures as suggested.

We all look forward to the return of the complete Door County experience including festival weekends and all other annual events, open restaurants and attractions. There is optimism that the upcoming season will be a more open experience.

The Pine Grove Resort has become a "home away from home" for many of our guests to celebrate birthdays, anniversaries and family time together. We look forward to helping all our guests continue their traditions and will do everything possible to make sure you feel welcome, comfortable and safe.

If you have any questions please let us know.

Regards,

Rita Gonzalez  
General Manager