

To Our Most Valued Guests,

Our thoughts go out to all of those affected by this unprecedented COVID-19 pandemic. Our commitment and responsibility for the health and safety of our guests and team members has never been stronger as we manage the unique challenges presented.

We take great pride in maintaining the highest standards of cleanliness and hygiene throughout our resort. We have supplemented our normal cleaning procedures with additional COVID-19 sanitation specific guidance, training and information to make our protocols even more rigorous:

- Increased training with our team members, including daily briefings and reinforcement regarding enhanced operating and cleaning protocols;
- Additional access to handwashing facilities and increased hand sanitizing stations;
- Increased frequency of cleaning of common area restrooms, and other frequently used common areas;
- Increased sanitation signage for guests and team members of the proper handwashing technique, respiratory cough and sneeze etiquette and social distancing reminders; and
- Adjustments to our breakfast offerings in accordance with current food safety recommendations.

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. As such we will continue to closely monitor recommendations and directions from the CDC, and all other appropriate government authorities, to ensure we can be sure that we are taking the most comprehensive actions necessary for the well-being of our guest and team members.

We are very excited to have our guests see all the improvements made in the off season, including all new furniture in the guest rooms. However, we have postponed our season opening date to May 13, 2020, but we will be extending our season until January 4<sup>th</sup>, 2021. Should our opening date unfortunately change again, we will notify you immediately.

Door County is filled with 5 state parks and 19 county parks. There is over 23,000 acres of public and preserved land to explore as well as 11 different golf courses. Many of our guests come to the Pine Grove Resort to celebrate birthdays, anniversaries, and family time together. We look forward to continuing to celebrate these wonderful traditions with you. Whenever you feel it is safe for you to travel again, we will be waiting with open doors, a welcome smile and open hearts to serve you.

We wish you a safe and healthy days and look forward to seeing you in the future.

Best Wishes,

Liz Goldsworthy-Unkefer  
General Manager  
Pine Grove Resort  
In Beautiful Door County, WI  
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