

## Inn at Bolton Valley Health and Safety Guidelines

*Updated 10/14/2020- This document will be frequently updated and is subject to change. Please check back often for the most up to date information.*

### Welcome!

We are excited to welcome back guests to the resort for the winter season and will do so while prioritizing the health and safety of our staff, visitors, and local community. Before your visit, we would like to share with you the steps we are taking to ensure comfort and cleanliness during your stay. The Inn at Bolton Valley will be closely monitoring and strictly following guidance from local and state governments, the CDC, VOSHA, and the American Hotel and Lodging Association's "Stay Safe" program. We appreciate your cooperation in complying with their guidance and our new protocols to help everyone have the best experience possible while protecting themselves and our community.

### HEALTH SCREENINGS AND CLEANLINESS

- **Masks are required indoors in any public space** (including hotel lobby and hallways) per the State of Vermont guidelines.
- All Bolton Valley Resort staff self-screen to check their temperatures daily and complete a pre-shift health questionnaire.
- All guests are required to **complete a health and travel Certificate of Compliance from the Vermont Department of Health prior to check in.**
- There are hand sanitizer stations placed throughout the resort for your convenience. Staff will wash hands and use hand sanitizer regularly.
- Social Distancing is advised and practiced by all BV staff. We encourage you to stand at least six feet away from employees and other guests not in your party.
- Public areas such as the hotel lobby, entrances, elevators and all high-touch surfaces are sanitized on a regular schedule throughout the day with disinfectants that meet CDC requirements.

### CHECK-IN AND HOTEL FRONT DESK

- All rooms are pre-assigned and pre-keyed to help expedite the check-in process. You will receive increased pre-stay communication to help keep in person interactions to a minimum. You will be given an option for contactless check-out at the close of your stay.
- There will be a transparent physical barrier between desk agents and guests at the front desk. Employee workstations will be appropriately spaced to support physical distancing requirements.
- We ask that only **1 member of your party come to the front desk to check in**, to eliminate crowding in the lobby area. Physical distancing signage will be placed in the check-in area.
- Elevators will have limited capacity and we ask that you only ride with other members of your party.
- Unfortunately, at this time we are unable to hold guest luggage at the front desk.
- All room keys are quarantined and sanitized between uses.

### HOUSEKEEPING

- Housekeeping will not enter the room during your stay. **This means that at this time, daily housekeeping or mid-stay services are unavailable.** Depending on your length of stay, trash removal and amenity delivery is available at request.
- Hotel rooms are placed on an out of order hold for 48 hours whenever possible between guest stays.
- All guest room linens are bagged in the room before being transported, and then washed at high temperatures in accordance with CDC guidelines.
- Extra attention is paid to high-touch surfaces in room such as light switches, tv remotes, phones, and door handles. Some extra amenities might be removed from the room but will be available upon request.
- All guest rooms will be inspected and then sealed before entry, with a "Clean Seal" sticker.