



Dear Guests,

As always, we strive to provide quality accommodations and superior guest service. Our hope and expectation is to do our part to make the lodging experience as safe as possible for everyone. To do this in the safest manner while keeping the health of our guests and employees the number one priority, we have outlined these guidelines and expectations to ensure a safe and healthy experience.

**Employees and Guest Guidelines and Information:**

***Health Concern: PPE & Social Distancing:***

- Employees and guests not feeling well are asked to stay home and follow CDC guidelines.
- Employees will wear a mask while interacting directly with guests.
- Plexiglass barriers have been placed between guests and staff where possible.
- In general, rather than wear gloves, we will wash our hands frequently and have hand sanitizer available.
- Employees and guests are encouraged to keep a 6-foot distance from others while moving throughout the property or standing in line.
- We will educate our employees on reducing the spread of infection and continue to participate in regular informational meetings regarding the latest guidelines and information regarding COVID-19.

***Cleaning/Sanitizing: Housekeeping Services***

- We will clean and disinfect the facility, paying particular attention to high touch surfaces such as, but not limited to: doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, and faucets consistently.
- Hand sanitizer dispensers have been increased throughout the property.
- We will follow our cleaning protocol within the rooms with the same precautions we are taking within the facility. We will again take extra measures to clean all touchpoints within each guest room including, but not limited to: furniture, doors, door knobs, remotes, thermostats, blind pulls, fixtures, blow-dryers, lighting controls, hangers, appliances and amenities.
- Daily housekeeping services will not be provided at this time. There will be a self-service garbage and recycling bin at the north-end of the first and second floor hallways of the main building along with a dirty towel bin. There will also be bins located near the 300/400 buildings/garage area. These bins will be out from approximately 9am – 1pm daily, weather permitting. Please DO NOT place garbage or towels outside your door and please do not bring them to the front desk. If you need supplies please pick them up at the front desk before 9pm. If you are staying four nights or more please contact the front desk to arrange no contact service at the midpoint of your stay.
- Extra towels are available upon request only. Please come to the desk to pick up needed items before 9pm.

### ***Guest Arrival & Departure:***

• Guests are required to wear a mask in Wisconsin per our state mandate in all indoor areas including the halls and lobby.

\* One person at a time upon arrival at each of our two check-in stations. Please stand directly behind the plexiglass barrier.

- Please maintain a six-foot distance from others while standing in line. If space does not allow for proper distancing please wait outside of the lobby area until your turn.
- Please use hand sanitizer before touching the e-registration pad and credit card terminal. Staff will also wipe terminals after each guest use.
- Place room keys in the container located on the front desk upon departure. All keys will be disinfected prior to being stored and re-distributed.
- We are not accepting cash payments at this time.

### ***Self Service Areas:***

• All self-service areas will be available and at your own risk including, but not limited to: lobby coffee service, ice machines, gas grills, vending, bubblers, guest laundry, brochure and magazines, movie and game rentals, outdoor sports equipment and the outdoor playground.

### ***Pools: Locker Rooms/Bathrooms***

- We will follow our cleaning protocol within the pool areas with the same precautions we are taking within the facility.
- Please practice social distancing and be respectful of others
- For your safety and others please do not move pool furniture.
- Pools will be closed for the remainder of the day if rules are not being followed.
- Indoor Pool and Whirlpool area will be open from 8am-9pm Sunday through Thursday. Friday and Saturday the Indoor Pool and Whirlpool area will be open from 8am-10pm. **Adults only from 9pm-10pm.**

### ***Maintenance: In-Room***

- Please request no contact service between 8am-1pm.

As the current situation remains fluid, we will adjust our guidelines and information accordingly. We ask that you please remain patient with us, remain respectful to others and use common sense. If you have any questions please don't hesitate to contact us.

Take Care,

The Landing Resort

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