



Covid-19 Guest Protocol at Mountain Lodge

(original date May 12,2020)

- ❖ Guests are asked to practice social distancing and asked (not required) to wear masks at all times while in common areas.
- ❖ Inform the guest that there will be no bedspreads, blankets, pillow shams, throw pillows, books, games, movies, or any other non-essential items provided. Only essential linens will be provided.
- ❖ Guests may only ride the elevator one person at a time, unless they are sharing a reservation.
- ❖ There will be no daily maid services
- ❖ We have added vinyl pillow covers to each pillow so that they are easier to disinfect upon checkout. We have also put plastic remote covers on remotes for easier disinfecting. Please inform guests that these are not to be removed.
- ❖ There will only be one unwrapped roll of toilet paper provided per bathroom (can get extra from the front desk if needed) and one unwrapped roll of paper towels in the kitchen (Please ask guest to bring extra). No coffee filters left in rooms.
- ❖ We will be placing a “soiled linen bag” in each bedroom with instructions for the guest to strip their bed and place linens in marked bag.
- ❖ Please inform the guests that they need to check, double check and triple check their condo before checking out to make sure that they have packed up all personal belongings because we are no longer allowed to keep lost and found to help reduce cross contamination.
- ❖ All rooms will be cleaned using supplies that meet CDC requirements.
- ❖ Front Desk will continually disinfect all room keys, along with Front Desk area.
- ❖ Rooms must be empty three hours prior to housekeeping entering the room. This may result in a delay of the 5pm check in time.
- ❖ No last-minute reservations. Housekeeping must have time to prepare rooms for covid-19.
- ❖ You will see a covid-19 charge added to your cleaning fee due to the extra cleaning and the extra chemicals it takes to ensure each room meets the requirements by the state and local health departments. (We have not determined what this charge is as of now, we are trying to keep this to a minimum for all owners)

(Subject to Change)